

Policy Statement: Staff Wellbeing and Personal Safety

Greenshaw Learning Trust is committed to providing a supportive and inclusive learning environment, giving every young person the opportunity to fulfil their potential now, and in the future. We encourage close links with parents and the community and believe that students benefit when the relationship between home and school is a positive one. We strive to make our schools a place where students learn the behaviours we expect, demonstrated by adults as role models.

We therefore place a high value on good manners, positive communication, and mutual respect and we expect parents and other visitors to behave in a reasonable way towards members of school and shared service staff.

All staff have the right to work without fear of violence and abuse, and the right to protect themselves if required. In an extreme case this includes appropriate self-defence.

We consider that aggressive, abusive or insulting behaviour or language from a parent/visitor presents a risk to staff or students.

Definition of unacceptable behaviour

Unacceptable behaviour is behaviour that makes a member of staff or student feel threatened. This can be through face-to-face contact, on the telephone or in written communication (including email and social media). It can be cumulative or a serious one-off incident.

Examples of unacceptable behaviour:

- insults used as an attempt to demean, embarrass or undermine
- Threats
- raising of voice to an extent or degree that is intimidating
- physical intimidation, e.g., invading personal space by standing very close or the use of aggressive hand gestures
- use of foul or abusive language
- any kind of physical abuse or hostile physical contact
- vexatious or malicious allegations (particularly though not exclusively using social media)
- Spitting
- racist, sexist, homophobic, negative transgender or otherwise unlawfully
- discriminatory comments
- breaching the academy's security procedures
- covertly recording conversations and/or sharing recordings without consent
- persistent and unreasonable email contact to a degree that can be construed as harassment
- persistent refusal to follow procedures or accept sanctions such as those imposed as a result of prior unacceptable behaviour

Staff who face these situations have licence to end any conversation (face to face or on the telephone) and may in some cases inform the Police and/or take legal advice.

Approach to dealing with incidents

If a parent/carer/visitor behaves in an unacceptable way towards any member of the school academy community, the Headteacher or appropriate senior member of staff will assess the level of risk before deciding on a future course of action. The course of action will be reasonable and commensurate with the assessed level of risk.