

Dated August 2016

Islamia Girls School/Brondesbury College "The School"

Parents & Visitor Behaviour Policy

**CONTENTS**

<b>CLAUSE</b>		<b>PAGE</b>
1	INTRODUCTION .....	2
2	KEY .....	2
3	SCOPE .....	2
4	LEGAL RESPONSIBILITY .....	2
5	EXPECTED BEHAVIOUR.....	2
6	BREACH OF THIS BEHAVIOUR POLICY .....	3

## 1. Introduction

- 1.1. As a School we endeavour to create an open, welcoming and secure atmosphere for our students, staff and all who visit us. Central to this is our belief that all parents and staff together play a crucial role in helping us to maintain this environment.
- 1.2. We are committed to the wellbeing of everyone who enters our premises. At no time will we accept behaviour that is any less than respectful and courteous.
- 1.3. Our mission statement is "To strive to provide the best education in a secure Islamic environment through the application of the Quran and the Sunnah". Parents and visitors must recognise that within our School environment, we have a legal responsibility to protect all our students, employees and visitors. We operate a zero tolerance policy on any form of aggressive or threatening behaviour, no matter what the circumstances.
- 1.4. Please note that where there is ambiguity and a difference of opinion or interpretation, the Schools decision will be final.

## 2. Key: For the sake of brevity, the following terms will include their counterparts:

- 2.1. Parent/visitor will include parents, carers, guardians, volunteers, visitors, contract workers and any other individual who is not classified as a student on our register or employee.
- 2.2. Behaviour will include both verbal and non-verbal behaviour and conduct.

## 3. Scope

This policy outlines the behaviour expected of all parents/visitors who send their children to or visit our establishment. We recognise that from time to time that a concern may arise on behalf of the parent/visitor, and this policy assists in setting out the conduct expected of the parents/visitor in order to bring about a harmonious resolution.

## 4. Legal responsibility

- 4.1. We have a legal responsibility to ensure that all students are in a safe environment. Equally we have a legal responsibility as an employer to ensure that our staff work in a safe, non-discriminatory environment.
- 4.2. Some of the relevant legislation that has been considered is the: *Work Place Relations Act 1996 and Child Wellbeing and Safety Act 2005*.

## 5. Expected behaviour

- 5.1. All communication, both verbal and non-verbal must be courteous and respectful. The following is a non-exhaustive list of behaviour and conduct expected of all parents and visitors, whether in person, by letter, email or on the telephone:

- 5.1.1. Any discussion or disagreement must be conveyed in a non-threatening, respectful manner
- 5.1.2. Raising ones voice will not be accepted. Parents/visitors will be expected to maintain their calm and speak in a normal voice
- 5.1.3. If a parent/visitor is asked to lower their voice, this must be complied with, even if the parent/visitor argues that it is their normal manner of speaking
- 5.1.4. Parents/visitors will not use patronizing, harassing, offensive, profane, insulting or otherwise aggressive language, however minor
- 5.1.5. Parents/visitors will not behave in any manner that is threatening, aggressive or harmful
- 5.1.6. Parents/visitors will not behave in any manner which could cause another to feel or be fearful of harm or offence
- 5.1.7. Parents will not stand too closely to any individual in a threatening manner (whether it is threatening or could be construed as threatening)

## **6. Breach of this Behaviour Policy**

- 6.1. Any breach of this Policy will be treated very seriously. Below is a description of some of the results of a breach:
  - 6.1.1. In cases of meetings or telephone calls, any communication which is deemed to be harassing or aggressive will result in the parent being given a warning to desist immediately. Failure to do so will mean any meeting or discussion will be deemed to be over immediately
  - 6.1.2. Parents/visitors may be escorted from the premises either unassisted, or with assistance if the staff member feels it is appropriate
  - 6.1.3. In cases where staff are presented with a difficult or potentially volatile situation and they feel that an individual is at immediate risk of harm, the police will immediately be contacted to help assist with the situation
  - 6.1.4. In cases where a parent/visitor may have displayed unacceptable behaviour or language on one or more occasion, a first and final warning letter/meeting will be issued to the parent/visitor. This will be kept on file
  - 6.1.5. Persistent unacceptable behaviour may result in a restraining order being sought from the relevant bodies
  - 6.1.6. A student may be suspended or permanently excluded due to the parent's unacceptable behaviour if the School feels as a last resort it is in the only option left to them

*This policy should be read in conjunction with the Schools Visitors Policy.*