**John Spendluffe Technology College- 2023**

**Abuse against staff members**

Regrettably, there are times when parents and members of the public behave in ways which are unacceptable. This can have an adverse effect on pupils, staff and the effective running of the school. Examples of behaviours that we consider to be unacceptable are as follows:

* Using abusive or threatening language and/or behaviour.
* Making excessive demands on staff time and resources in pursuit of a complaint, whether in person, by phone, email or letter.
* Use of foul and inappropriate language.
* Harassing individual staff members in a way which appears intended to cause personal distress rather than to find a resolution.
* Refusing to cooperate with the complaints procedure as set out in the Complaints policy.
* Persisting in repetitious complaints when these have been previously determined under the school complaints procedure.
* Changing the basis of the complaint as the consideration proceeds and/or making unjustified complaints about those trying to deal with the complaint.
* Pursuing unreasonable outcomes which are disproportionate to the nature of the matters in hand.
* Electronically recording meetings, telephone calls and conversations without the prior knowledge and consent of the other persons involved.

The school expects that any person wishing to raise a concern or complaint will:

* Follow the school complaints procedure.
* Treat all members of the school community with courtesy and respect.
* Recognise the time constraints that staff operate under and allow them a reasonable amount of time in which to respond / address any issues.

Where someone behaves in a manner which the school feels is unreasonable, actions may be taken to remedy this. The actions will be proportionate to the nature of the behaviour and may include:

* An informal approach to inform the person that the behaviour is unacceptable and needs to be modified.
* A formal written communication advising the person that the behaviour is unacceptable and appropriate action may be taken if the behaviour is not modified.
* Setting limitations on the method and frequency of contact with staff / school personnel.
* Refusing to register and process further complaints about the same or similar subject matter where the matter has already been determined, or where complaints are vexatious, or where complaints are personally harassing and deliberately targeted at one or more members of staff without good cause.
* Setting limitations on the person's access (physically and via other communicative methods, such as email, Bromcom, Social Media) to the school.

It should be noted that parents/carers and members of the wider community do not have an automatic right to enter school grounds and may be banned from entering the school site with immediate effect after an incident where behaviour has been verbally and/or physically aggressive.

**Policy Documents**

The following policy document was presented to the Governing Body ofJohn Spendluffe Technology College and approved and adopted by them on the date stated.

This document is to be read alongside the Complaints Policy.

Signed as approved on behalf of the Governing Body.

Mr S Curtis, Headteacher

Date: January 2023