



Parent Carer Visitor Policy

2024 – 2025(V2)

Statement of Intent

Oasis Academy Watermead encourages close links with parents and the community. We believe that children benefit when the relationship between home and Academy is a positive one. This view is one that is shared by other stakeholders within our community, as identified through our parental communications. The vast majority of Oasis Academy Watermead visitors are keen to work with us and are supportive of the Academy. However, on the rare occasions when a negative attitude towards the Academy is expressed, this can result in aggression, threatening behaviour, verbal and or physical abuse towards a member of the Academy community. Our Academy expects and requires staff to behave professionally in these difficult situations, and to attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of the Academy community have the right to work without fear of violence and abuse, and the right in an extreme case, of appropriate self-defence. We expect visitors to behave in a reasonable way towards other members of the Academy community.

This policy highlights positive behaviour that would be expected from parents/carers/visitors to the Academy and outlines the steps that will be taken where parents/carers/visitors behaviour is unacceptable. Positive conduct that is expected whilst visiting the Academy site:

We expect parents/carers/visitors to show respect and concern for others by:-

- supporting the respectful ethos of our Academy/OCL by setting a good example in their own speech and behaviour towards all members of the Academy;
- working together with staff for the benefit of the children. This includes approaching the Academy to resolve any issues of concern and to discuss and clarify specific events in order to bring about a positive solution; (We request that parents do not discuss such issues on social media, or approach other families or children directly.)
- if you are a parent/carer, correcting your own child's behaviour, especially in public where it could otherwise lead to conflict, aggressive or unsafe behaviour;
- respecting the Academy environment, including keeping the Academy tidy by not littering.
- following the parking rules and doing the right thing when delivering and collecting children from Academy .

Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the Academy community:

This is not an exhaustive list but seeks to provide illustrations of such behaviour:

- Shouting, either in person or over the telephone
- Speaking in an aggressive/threatening tone
- Physically intimidating, e.g. standing very close to her/him
- The use of aggressive hand gestures/exaggerated movements

- Physical threats
- Approaching another parent in a threatening or intimidating manner
- Approaching a child in a threatening or intimidating manner
- Swearing
- Pushing
- Hitting, e.g. slapping, punching or kicking
- Spitting
- Discriminatory comments
- Breaking the Academy's security procedures

Unacceptable behaviour may result in the Police being informed of the incident. If parents feel that they are being threatened by another parent outside of the Academy they are advised to contact the police directly.

Procedures

When a visitor behaves in an unacceptable way either during a telephone conversation or in person, staff at the Academy, they have the right to terminate the call/conversation. The incident will be reported by staff to the Academy Leadership Team who will seek to resolve the situation through discussion and mediation. If necessary, the Academy's complaints procedure should be followed. The Academy reserves the right to take any necessary actions to ensure that members of the Academy community are not subjected to verbal abuse. The Academy may warn the aggressor, ban them from the Academy sites, and/or contact the police. The member of staff who is involved in the incident will follow the grievance policy and pass it on to the Principal/Trust. Where all procedures have been exhausted, and aggression or intimidation continues, or where there is an extreme act of violence, the discussion will be terminated, and the parents/carers/visitor will be asked to leave the Academy site immediately. The police will be called if necessary. A parents/carers/visitor may also be banned from the Academy premises for a period of time, which will be determined by the Academy Trust.

Prior to being banned the following steps will be taken:

- The visitor will be informed, in writing, that he/she is banned from the premises, subject to review after a period of time, and what will happen if the ban is breached.
- Incidents of verbal or physical abuse towards staff may result in the police being informed and may result in prosecution.

Conclusion

If a parents/carers/visitor is intimidating, threatening or aggressive towards a member of the Academy community, any interaction will be terminated immediately, and the person

will be instructed to leave the premises. Further action may be taken by the Academy or Trust.

Oasis Academy Watermead will take action where behaviour is unacceptable or seriously breaches our related policies.