

Parental and Visitor Code of Conduct

Purpose

The Bulwell Academy believes that our staff have the right to work in an environment where they are not subjected to abusive, threatening, aggressive or violent behaviour. This includes: use of inappropriate language, abusive comments, shouting, physical threats, physical actions. Parents and visitors should note that any form of physical aggression towards staff will be reported to the Police.

The Academy understands that from time to time an individual may be placed in circumstances that they find difficult to manage, and their reaction may be to respond inappropriately, either through unacceptable language or abusive comments. Academy reception and administration staff receive training to work in partnership with the person involved to try and find a positive outcome for all parties.

Academy staff are trained to give 2-3 warnings to a parent that they will terminate a telephone call if abusive or aggressive language is used.

