



# Nescot Code of Conduct for Parents/ Guardians/Carers/Visitors

V1 September 2024

Approved

# Code of Conduct for Parents/Guardians/Carers/Visitors

## Scope

This Code of Conduct outlines the way in which Nescot requires all parents, guardians, carers, wider family members and visitors to conduct themselves when visiting our college, participating in college activities, and communicating with members of the college community. Nescot's community includes students, staff, other parents and other visitors to the college. This code of conduct applies to all adults, including parents, guardians, step-parents, grandparents, extended family, caregivers, visitors and any others who are involved in communication with Nescot and its activities.

## Objectives

The purpose of this policy is to provide a reminder about our expected conduct, so that we can work together to ensure a safe and positive environment for our college community. It also explains the measures that will be taken should any issues arise.

## Policy

### **General principles that always apply**

At Nescot it is expected that parents, carers, guardians, family members and visitors will act in the best interests of all students and staff members. It is expected that anything they communicate about others is fair and truthful. They will not engage in malicious, judgmental, aggressive or vexatious behaviours. The diversity of Nescot is valued and the rights, religious beliefs and practices of individuals and their families are respected. Differing points of view are acknowledged and respected and therefore it is expected that parents, carers, guardians, family members and visitors must refrain from actions and behaviour that constitute harassment, sexual harassment, discrimination, vilification or victimisation of any kind.

### **We will not tolerate**

- Threatening harm or the use of physical violence toward any member of staff, student or visitor/customer of Nescot.
- Any form of communication that contains threatening, abusive or offensive language including towards staff, students, visitors and members of the public.
- Rudeness in tone or attitude toward any member of staff or student at Nescot. This includes raising the voice and shouting.
- Any parents, carers, guardians, family members or visitors approaching another student at Nescot to discuss an issue or concern. This concern must be directed through the appropriate channels via college staff.
- Inappropriate and unsafe use of car parking areas, unsafe driving or reckless & dangerous driving on campus.
- Adverse/inappropriate comments regarding Nescot or Nescot staff on any platform of communication.

- Abusive, threatening or inflammatory phone calls, emails, letters or social media messaging. There should be no intent to cause distress or anxiety in any communications.
- Access to the site whilst intoxicated through drink or drugs.
- Smoking, including e-smoking/vaping, or the consumption of alcohol or drugs on or in the immediate vicinity of the campus (with the exception of the designated smoking/vaping areas). Anyone who is, or appears to be, intoxicated on the campus will be asked to leave immediately.
- The possession of an offensive weapon or anything deemed to be offensive if used incorrectly.
- Immediate requests to see staff members without prior appointments (unless the DSL/DDSL/CLT deems the meeting urgent in light of safeguarding concerns relating to immediate threat to life).
- Staff being approached outside of working hours, whether on the college site or off of the college premises, regarding an ongoing concern. This includes physical approaches or those via social media channels.
- Any unauthorised and/or covert audio or audio-visual recordings of any meetings or phone conversations.

Please be aware that staff are not expected to respond to emails outside of college working hours, this includes student holidays. Any emergencies should be reported through the college's reception.

All staff at Nescot, regardless of role, have the right to work without fear of violence or abuse, and the right to protect themselves from harm. Nescot staff have their own code of conduct and behave professionally in difficult situations and attempt to defuse a situation, always, in the best interests of the students.

### **Aggressive behaviour towards staff**

Types of behaviour that are considered serious and would result in a zero-tolerance approach may include:

- Shouting at members of staff either in person or over the telephone.
- Verbally or physically intimidating a member of staff, e.g. standing very close to him/her/them.
- The use of loud offensive language, shouting, swearing, cursing in any form.
- Threatening and/or actual harm to a member of staff, student, visitor or customer, or any college property.
- Pushing, hitting, slapping, punching, spitting or kicking a staff member, or insinuating this action will happen so much as to make a staff member feel it could.
- Racist, sexist, discriminatory, misogynistic or homophobic comments.
- Accusatory language.
- Refusal to engage in respectful conversation with a staff member(s).

This list is not exhaustive but provides illustrations of unacceptable behaviour.

### **Actions following aggressive behaviour shown towards staff**

Staff will not continue discussions if the adult/s, including parents, carers, guardians, family members or visitors, continue to behave in an unacceptable manner and this will be politely made clear. Those behaving in such a manner may be asked to leave the college site. Staff will (when they deem necessary) involve the security and campus support officers, and/or a telephone call or communication may be terminated.

Unacceptable behaviour may result in the Police being informed of the incident. We will always act, without exception, when behaviour is unacceptable. The action may be one or a combination of the following:

- The individual(s) will have the communication terminated with immediate effect and be asked to leave the premises or the phone call will be terminated. The following statement will be used to terminate any conversation, either face to face or via the telephone: *[use as necessary]*

“I need to inform you that I will be ending this conversation *[and hanging up the call]* due to the conduct & *[aggressive/accusatory/blasphemous/derogatory/racist/homophobic]* content of your *[language/behaviour]*. I will inform my Line Manager of this conversation and a college representative will be in touch either by telephone or letter in due course. Thank you.”

- Threatening behaviour which involves a weapon or physical contact will be immediately reported to the Police and the Campus Security/Support team.
- The individual(s) will receive written communication stating that they are banned from the college premises, including the car park.
- The individual(s) will receive a written request to ‘cease and desist’ further communication with the affected staff member(s).
- Should the individual have cause for complaint against a staff member, they will be directed to the Quality office and their complaint will be heard in line with the college procedure.
- Should there be any further incidences of behaviour that breaks the Code of Conduct, as outlined above, the matter will be referred to the Police.

### **Conclusion**

Our students learn best when there is a positive partnership between home and college. Whilst every effort will be made to work with parents, carers, guardians, family members and visitors, this will only be possible when people conduct themselves in an appropriate manner.

## Approval and Review

Policy Originator:	Principal
Approved by:	CLT
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Review Interval:	Annual for first year then every 3 years
Last Review Date:	N/A
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