



NMAT VISITOR BEHAVIOUR POLICY (NON-STATUTORY)

Author	Name	F. Hoy	
	Job Title	HR Manager	
Approved by:	Executive Principle	Approved date:	October 2023
Version number:	1.0	Review date:	October 2025

INTRODUCTION

NMAT encourages close links with parents and the communities in which its Academies function. It believes that students benefit when the relationship between home and the academy is a positive one.

The vast majority of parents, carers and other visitors to NMAT academies are keen to work with us and are supportive of our academies. However, on the rare occasions when a negative attitude towards an academy is expressed, this can result in aggression, verbal and or physical abuse towards members of academy staff or the wider NMAT community.

NMAT is responsible for protecting the Health and Safety and Welfare of all its staff and students and as such procedures are put in place to protect members of staff from abuse and threatening behaviour from parents and others whilst on the academy site.

NMAT expects and requires its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self-defence.

We expect parents and other visitors to behave in a reasonable way towards members of NMAT staff. This policy outlines the steps that will be taken where behaviour is unacceptable.

FORMS OF UNACCEPTABLE BEHAVIOUR

Types of behaviour that are considered serious and unacceptable and will not be tolerated, either by face to face contact with a member of staff or via any other form of communication:

- shouting at members of staff, either in person, or over the telephone;
- physically intimidating a member of staff, e.g. standing very close to them;
- the use of aggressive hand gestures;
- threatening behaviour, either in person or via a form of communication; • shaking or holding a fist towards another person;
- swearing;
- pushing;
- hitting, e.g. slapping, punching and kicking;
- spitting;
- breaching the academy's security procedures.

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

Unacceptable behaviour may result in the police being informed of the incident.

THE LEGAL POSITION

This policy will be kept under regular review in light of legal developments and best practice.

A person who persists in entering the academy site and displaying unreasonable behaviour may be removed by the Executive Principal or Head of School and prosecuted under Section 547 of the Education Act 1996.

Section 547 makes it an offence for a trespasser on the academy site to cause or permit a nuisance or disturbance, and allows for the removal and prosecution of any person believed to have committed the offence. A person convicted of the offence is liable for a fine.

A parent/carer of a child attending an NMAT academy normally has a license to be on the academy site at certain times and for certain purposes but, if the parent's/carer's behaviour is unreasonable, this permission may be withdrawn which means that their license to enter the academy site is suspended and they will become a trespasser.

PROCEDURES TO BE FOLLOWED

If a parent/carer behaves in an unacceptable way towards a member of the NMAT academy's community, the Executive Principal/ Head of School or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the NMAT complaints procedures should be followed.

Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent/carer may be banned by the Executive Principal/Head of School from an academy's and/or all NMAT sites for a period of time, subject to review.

In imposing a ban the following steps will be taken:

1. The parent/carer will be informed, in writing, that they are banned from the site, subject to review, and what will happen if the ban is breached, e.g. that police involvement or an injunction application may follow
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the local authority and the police will be included
3. The chair of the Academy Trust will be informed of the ban (and the Local Authority as appropriate).
4. Where appropriate, arrangements for students being delivered to, and collected from the academy's gate will be clarified.

STAFF REPORTING AN INCIDENT

Staff should record any incidents including trespass, nuisance or disturbance on the academy site verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to property, using the incident report form (see appendix 1).

This form should be completed as comprehensively as possible and for any incident involving or witnessed by a student or parent/carer/visitor, a member of staff should complete the form on their behalf.

The completed form should be passed to the Head of School, for appropriate action and recording.

This policy will be kept under regular review in light of legal developments and best practice.

ACCEPTABLE USE OF SOCIAL MEDIA

The Trust recognise and appreciate the role parents/carers play in supporting the education of the children in the Trust's academies. The Trust knows that the vast majority of parents/carers interact courteously and politely with staff, treating them as professionals and allowing them to carry out their duties.

However, there have been occasions when the very high standards usually shown are not met with some communications between parents regarding the Trust and/or its academies.

The Trust has a duty of care to every member of our staff. This means the Trust expects them to be treated with respect at all times. Consequently, the Trust will challenge any behaviour like this and will take action where this is not the case.

Please refer to the NMAT Social Media Policy.

The Trust is sure that parents/carers will agree that it is fair and what should be expected of all interactions with the school, to ensure staff are kept safe whilst setting a positive example for students.

Please also remember that the most appropriate way to raise concerns is directly with the Academy, in line with the Trust's complaints procedure. Airing complaints or negative opinions on social media does not help the Trust/Academy to address the issue in the most constructive way.

APPENDIX 1. INCIDENT REPORT FORM.

Date of Incident	
Time of Incident	
Location at Academy where	
Name of person reporting the incident	
Date of incident	
Name(s) of person(s) causing the incident	
In what capacity are they on the academy site?	
Details of incident (include names of persons involved, location, nature of injuries, attendance of emergency services)	

This policy will be kept under regular review in light of legal developments and best practice.

Details of any witnesses. (Names/position or status)	
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HEAD OF SCHOOL/EXECUTIVE PRINCIPAL COMPLETION ONLY SECTION.

Initial action/outcome (e.g. Informal conciliation, police intervention, warning or banning letter issued)	
Date of action	
Summary of any subsequent actions taken by the academy	
Linked incidents (if any)	

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