



# GUIDELINES FOR ADDRESSING UNACCEPTABLE ADULT BEHAVIOUR

## **Introduction**

Although the vast majority of adults, that the staff of Northfield Manor Academy speak with, are courteous and rational, at times, a small minority behave in a discourteous and irrational manner. This behaviour ranges from basic rudeness to aggressive and threatening behaviour.

## **Aims**

- To ensure children are safeguarded against inappropriate adult behaviour.
- To build positive relationships with all adults who interact with the staff of Northfield Manor Primary School.
- To ensure all staff feel comfortable and safe at work.

## **Strategies**

- All staff will make every effort to remain calm and professional when dealing with difficult situations.
- Clear expectations of behaviour will be displayed at the entrance to the school and on the website.
- Parents/Carers will sign an agreement about appropriate behaviour when their child enters school.
- All levels of unacceptable behaviour will be addressed either informally or formally.

## **Definitions of levels of unacceptable behaviour**

- Rudeness – aggressive response to staff following school guidelines.
- Aggressive – verbal abuse, shouting in front of staff, other adults and especially children.
- Swearing at a member of staff or in front of adults or children.
- Violent - physical abuse, threat of physical abuse,

## **Consequences**

**Rudeness:** Dealt with informally by a member of the leadership team.

**Aggressive:** Dealt with formally by a member of the leadership team, the adult to be asked to apologise and a warning letter issued by the head teacher stating that further aggressive behaviour will result in a ban from the school premises.

**Swearing at a member of staff etc.** Immediate ban and the adult concerned will attend a meeting with the head teacher and another member of the leadership team before they are allowed back on the site.

**Violent:** Immediate ban and the adult concerned will attend a meeting with the head teacher and another member of the leadership team before they are allowed back on the site, also the incident will be reported to the police. These issues will also be reported to the governing body.

## **Investigation**

To ensure an effective resolution of a situation resulting in unacceptable behaviour a member of the senior leadership may decide to thoroughly investigate an occurrence taking into account all participants views.

## **Outcomes**

- A positive and harmonious environment for children to learn in.
- A safe and comfortable environment for staff to work in.
- Positive relationships between all adults associated with Northfield Manor.

**Date agreed by the Governing Body: 21/3/17**

**Signed: D Duff (Chair of the Governing Body)**