

STATEMENT ON TREATMENT OF SCHOOL STAFF

Aim

At Mayfield we believe that all communications should be characterised by courtesy and reasonableness, in the interests of students, staff, parents and others involved in school life. We are pleased to have a positive relationship with parents and with the school community. However there are isolated instances where individuals have behaved inappropriately towards school staff. Many of you will be surprised to know that this kind of behaviour occurs and we appreciate that you may find the contents of this statement disturbing. However, we hope you will support the school and governing body in seeking to protect the school staff and to take a clear stance against such behaviour by a minority of individuals.

Parents' expectations of the school

Parents/carers/members of the public who raise either informal or formal issues or complaints with members of staff can expect to be treated with courtesy and respect. The school has in place a Complaints Procedure which sets out how complaints will be handled within the school.

The school's expectations of parents/carers/members of the public

Equally, the school expects parents/carers/members of the public who wish to raise issues with the school, either verbally (in person or by telephone) or by e-mail or letter, to:

1. treat all school staff with courtesy and respect
2. respect the needs and well-being of pupils and staff within the school
3. avoid any use, or threatened use, of violence to people or property
4. avoid any aggression or verbal abuse
5. recognise the time constraints under which members of staff in schools work and allow the school a reasonable time to respond
6. recognise that resolving a specific problem can sometimes take some time
7. (in the case of a complaint) follow the school's complaints procedure.

The school, the Governing Body and the County Council regard threatening or harassing behaviour towards any member of school staff as unacceptable.

Examples of unacceptable behaviour include, among others:

- threatening or abusive language involving excessive swearing or offensive remarks
- threats, threatening behaviour or violence
- racial, sexual or other discriminatory remarks
- malicious allegations relating to members of staff or students
- offensive sexual gestures or behaviours
- wilful damage to school property

Unacceptable behaviour directed towards school staff may result in the school taking action under its Persistent Complaints/Harassment Procedure. In addition, any such behaviour will be reported as standard practice to the County Council and, where appropriate, to the Police. For further information or a copy of this procedure please contact the School Office.