**FAMILIES AND VISITORS CODE OF CONDUCT**

The Boxing Academy is committed to providing outstanding educational opportunities for all our students. As an Alternative Provision working for mutual benefit, we believe that together we can offer the very best for our students and for their local communities.

We recognise the crucial role that families play in supporting young people to learn and achieve. As such, we are committed to maintaining positive working relationships with all parents and carers. We ask that families return this commitment and work positively with us so that our students can maximise the benefit of their education. The vast majority of parents/carers and other visitors to the Boxing Academy are very keen to work with us and supportive of the work that we do.

The purpose of this policy is to clearly state our expectations regarding family and visitor conduct and explain any measures that may be taken should any issue arise. As stated in our Behaviour Policy, the Boxing Academy recognises the importance of a whole school approach to behaviour management. We believe that modelling good conduct is an essential part of promoting equality, diversity and tolerance within our community, as well as setting a good example to our students. The Boxing Academy also operates a Staff Code of Conduct which clearly sets out expectations for staff and is available on our website or on request from our office.

**RESPECT AND CONCERN FOR OTHERS**

At the Boxing Academy we believe that children and young people are entitled to learn in a respectful and positive atmosphere, and as such we expect all members of the Boxing Academy community, including parents/carers and visitors, to uphold these values. In particular, we ask parents/carers to show respect and concern for others by:

* Setting a good example in their own speech and behaviour towards all members of the Boxing Academy community
* Working together with the Boxing Academy staff for the benefit of students. This includes approaching us to discuss any issues of concern and to work towards a positive solution
* Understanding and upholding the Boxing Academy’s Behaviour Policy
* Respecting the learning environment (both in school and offsite)

In order to support a peaceful and safe learning environment, the Boxing Academy does not tolerate:

* Disruptive or unreasonable behaviour which interferes with the operation of a classroom, an office area or any other part of the school grounds
* Abusive language, including swearing, hate speech and derogatory remarks
* Abusive or threatening behaviour, whether directed at a student, another parent/carer or a member of Boxing Academy staff
* Abusive, threatening, malicious/vexatious or inflammatory communications, whether by telephone, email or via social media
* Consumption of alcohol or other drugs, or accessing Boxing Academy provisions while intoxicated

The above behaviours in the Boxing Academy will be reported to the Principal and Chair of Governors, and appropriate measures will be taken. Measures may include restrictions /exclusion and /or contacting the police /legal action if necessary.

The Boxing Academy operates a Smoke Free Policy across the organisation and we ask parents, carers and visitors to respect this. Dogs (other than assistance dogs) are not permitted on site.

**AGGRESSIVE BEHAVIOUR**

There may be rare occasions when negative attitudes spill over into aggressive behaviour on the Boxing Academy premises.

Types of behaviour that are considered serious and unacceptable may include:

* Shouting, either in person or over the telephone
* Inappropriate language or malicious written communications, including email
* Unreasonably persistent or intimidating written/verbal communications
* Physical intimidation e.g. invading someone’s space
* Use of threatening gestures
* Swearing
* Aggressive physical contact e.g. pushing, hitting, kicking
* Verbal abuse including racist, sexist and homophobic remarks, sexually abusive or intimidating comments, and derogatory remarks that contravene Equality and Diversity guidelines e.g. disablist /faith-based abuse.

This is an illustrative rather than an exhaustive list.

The Boxing Academy takes a zero-tolerance approach to aggressive or abusive behaviour, whether directed at staff, students or other members of our community. We recognise that anger and frustration can be potent sources of aggression and we encourage all parents/carers and visitors to work with us to resolve any issues before they reach crisis point.

**SOCIAL MEDIA**

Social media can provide a useful platform for parents and carers to share information relating to school life. However, social media discussions can sometimes spiral into negativity and occasionally can fuel campaigns and complaints against schools, staff and even other parents or students. Venting concerns in this way on social media websites is not constructive or in the best interests of our students.

We encourage parents and carers to enter into constructive discussions with the Boxing Academy in order to positively resolve any problems or complaints. Parents/carers can contact the school by telephone or email and are always welcome to discuss concerns with staff in person. The Boxing Academy has a clear Complaints Policy which is available via the website or from the office. We welcome constructive communication as this allows us to improve our provision for the benefit of all our students.

We ask all parents and carers to be respectful in their communications via social media. In the event that any parent/carer or student is found to be posting libellous or defamatory comments about the Boxing Academy on social media sites, they will be reported via the site’s ‘report abuse’ channels and consideration will be given to any further action that may need to be taken, including legal action. The Boxing Academy will also request and expect the person concerned to remove such comments immediately.

It is also important to bear in mind that cyber bullying is a serious issue and that posting abusive remarks and conducting hate campaigns on social media can fall into this category.

**RELATED POLICIES AND PROCEDURES**

Safeguarding Policy

Behaviour Policy

Equality and Diversity Policy

Staff Code of Conduct

Anti-Bullying Policy

Complaints Policy

Health and Safety Policy

**APPENDIX 1: Procedure in the event of aggressive behaviour**

If a parent/carer displays aggressive behaviour towards a member of the Boxing Academy the Principal or appropriate senior staff member should immediately be alerted. Staff are expected to safeguard pupils and students in the first instance, e.g. by moving students to a place of safety and/or encouraging the aggressor to remove themselves to another location in order to continue the discussion in a more reasonable manner. Staff will not continue discussions when a parent/carer is behaving in an aggressive manner, and this will be politely made clear at the time.

If the person displaying aggressive behaviour agrees to relocating for a calm discussion, this should be arranged immediately with the Principal or other appropriate senior member of staff.

Where all procedures have been exhausted and aggressive or abusive behaviour continues, or where there is an extreme act of violence or abuse, the person in question may be excluded from the Boxing Academy premises for a period of time, subject to review by the Principal and Chair of Governors.

Following an incident of unacceptable behaviour:

* The parent/carer will be informed in writing that they are to arrange any future meetings with staff in advance via the office, and that meetings will be attended by a member of the Senior Leadership Team.
* This arrangement will be reviewed within a stated timeframe.
* Further incidents of unacceptable behaviour may result in a permanent exclusion.

Following a further incident, or following an initial extreme act of violence or abuse:

* The parent/carer will be informed in writing that they are banned from the premises, subject to review. The letter will also explain any consequences of breaching this ban, e.g. police involvement or legal action.
* In the event of incidents involving police or other legal intervention at the time, the letter will clarify what has happened so far and the possible next steps.
* Where appropriate, arrangements for bringing students to and from school will be clarified.