

CODE OF CONDUCT FOR PARENTS, CARERS AND VISITORS

Introduction

Lancaster and Morecambe College values its supportive and friendly community of parents, carers and a range of different visitors. Education involves a high level of partnership work between College staff and the wider community, including parents, carers and visitors. For these reasons we welcome and encourage all these groups to participate in the life and events of the College.

This Code offers a reminder to all visitors to the College of the high levels of conduct and support expected for the work it carries out. This support enables us to work towards helping all learners to progress and achieve while working in an atmosphere of mutual respect, tolerance and understanding.

Roles and Responsibilities

- Parents, carers and visitors have the responsibility to conduct themselves appropriately and at all times when attending the College site.
- Employees have the responsibility to observe procedures which ensure the health, safety and wellbeing of learners, members of the public, colleagues and themselves at all times. In addition, they should report to a responsible staff member any occurrences of aggression, verbal abuse and near misses. (A report form for staff use is available on the Hub)
- The Principal and Senior Management Team will appropriate action if staff are faced with excessive and unreasonable demands from parents, carers or visitors and/or, in the event of harassment or any other form of aggressive or threatening behaviour on College grounds.

Principles

- All members of the College community have the right to expect that their College is a safe place in which to work and learn. There is no place for verbal or physical abuse, intimidation or any form of harassment at Lancaster and Morecambe College.
- We expect parents, carers and visitors to respect the supportive, caring and professional ethos and culture of the College, understanding that staff and parents need to work together for the benefit of learners. They should treat all members of the College community with respect, setting a good example in their own communication and behavior.
- The College will always endeavour to work in the most constructive and transparent way. Parents, carers and visitors should not make excessive or unreasonable demands on College time by frequent, lengthy, complicated and stressful contact with staff, whether in person, in meetings, in writing, by e-mail or by telephone; for example, through seeking unrealistic outcomes; raising large numbers of detailed but

unimportant questions; or demanding immediate replies from members of staff who may have full timetables and/or other important duties.

- The College will not tolerate parents, carers or visitors who exhibit disruptive behavior; use loud or offensive language; use threats towards any member of the College community whether on the College main site, sports grounds or at other College events.
- The College will not tolerate abusive or threatening communication via any means, including e-mails, telephoning, or written communication and will not tolerate defamatory or offensive comments of any sort regarding the College or its staff, on any social media site. Any concerns/complaints/issues must be raised through the appropriate channels to ensure that they are dealt with correctly and involve the most suitable personnel.

Procedure

- Where possible the College will seek to resolve or diffuse difficult situations through discussion with all of the parties involved.
- If a parent, carer or visitor makes excessive or unreasonable demands on College time the Principal will write and explain that their behaviour is unreasonable and ask them to address this. For individuals who contact the College excessively causing a significant level of disruption, we may specify methods of communication and limit the number of contacts through a communication plan.
- In the case of significant concern, the Principal will issue a warning letter to the individual stating that any repetition of inappropriate behavior may lead to a ban from the College premises.
- If required, the College will bar an individual from entering College grounds. Although fulfilling a public function the College buildings and grounds are private premises and the public has no automatic right of entry. The College will always act to ensure it remains a safe place for learners, staff and other members of the community. If a parent, carer or visitor's behavior is a cause for concern the College may ask him or her to leave College premises and if deemed necessary will call the Police for assistance.
- In serious cases the Principal will notify an individual in writing that they can no longer be on site. The College will give the parent, carer or visitor the opportunity to formally express their views in writing. The decision will then be reviewed, considering any representation made, and will either be confirmed or overturned. Anyone wishing to complain about such a bar can do so by letter or e-mail to the Principal or the Chair of Governors.

Maggie Dodd