

Appropriate Behaviour Policy	
Person Responsible:	College Principal
Date of Policy:	September 2025
Next review date:	September 2028
Rationale	
Great Oaks College recognises the importance of working with families and guardians. We encourage positive collaboration to ensure the successful education and maintained wellbeing of each of our students. We believe that working together improves student experience and enables the college to maintain a supportive and friendly environment; it is also an important part of our Safeguarding procedures. The College acknowledges that there are rare occasions in which this relationship may breakdown or be compromised.	
Aims	
<p>To establish expectations of how the college and parents/guardians of students should work together to ensure positive and constructive relationships are maintained.</p> <p>To identify unacceptable behaviours from families or guardians of our students when working with the college.</p> <p>To identify how the college will respond to unacceptable behaviour.</p>	
Roles, Responsibilities and Procedures	
<p>Communication between Parents/guardians is vital. Should a parent/guardian become dissatisfied with the College, they should follow the complaints procedure, outlined in the complains policy to rectify this.</p> <p>For safeguarding reasons, Parents/guardians must be contactable throughout the college day. Should the college ask for your young person to be collected, you must be able to facilitate this as quickly as possible.</p> <p>The college have a responsibility to keep all students safe. This means that we create medical care plans, Risk Assessments, Behaviour Plans and Personal Evacuation plans. Where these documents are deemed necessary, they must be agreed and signed by parents. The college welcome discussions about the information within the documents if necessary. Should an agreement not be able to be achieved or parents/guardians refuse to sign these documents, the young person will not be able to be educated onsite until it has been resolved.</p> <p>When onsite or communicating via phone or email with our staff, parents/guardians are asked to communicate and behave in a polite and reasonable manner.</p>	

Unacceptable behaviour includes:

- shouting, either in person or over the telephone;
- using intimidating, abusive or threatening language or behaviour;
- using aggressive or offensive hand gestures;
- shaking or holding a fist/pointing fingers towards another;
- swearing
- any other behaviour likely to cause anybody witnessing it (including the recipient) alarm, distress or to fear that violence may be used against them or others.

Should a situation arise in which parent/guardians are not satisfied with action taken by the college, they should look to follow the procedures within our complaints policy.

The types of behaviour that are unacceptable in this scenario are:

- Not following the correct channels of the complaints policy
- Using third parties to contact the college on behalf of the parents/guardian unless previously agreed with the college principal.
- Sharing information about an incident that took place at college that has been deemed as a safeguarding concern.
- Knowingly providing falsified information to the college or third party about an incident or staff member
- Sharing unacceptable accusations about the college to third parties or in public forums
- publishes unacceptable information on social media or other public forums.

Should there be an incident of unacceptable behaviour, normally in the first instance, the Principal of the college will write to the family and request that the guidance within this policy, the complaints policy and the Whistleblowing policy is upheld when working with the college.

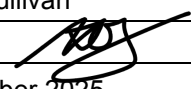
Should there be persistent incidences of unacceptable behaviour that have a negative impact upon the college or a significant incident resulting in a criminal offense being committed, the Principal may take the following action:

- Request a formal meeting to create an agreed code of conduct.
- Request that Parents/guardians access to the site is restricted as appropriate.
- Issue a limited contact contract, that agrees who parents/guardians may have contact with within the college.

If any of the actions above compromise the safeguarding of the students, the college will call an emergency annual review to discuss whether the placement can be continued.

In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing to social services and the Local Authority.

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<u>Approved by Board of Trustees</u>	
<u>Print Name</u>	Killian O'Sullivan
<u>Sign</u>	
<u>Date Agreed</u>	14th October 2025