

## Customer Behaviour Expectation Policy

<b>Policy:</b> Customer Behaviour Expectation Policy		
<b>Date Adopted:</b>	<b>Date of last review:</b>	<b>To be reviewed next before/on:</b>
10/08/2022	10/09/2025	10/09/2026
<b>Purpose and Statement:</b>  <p>EntertainArts Ltd strives for high standards in all aspects of its work, and through the policies and procedures in place, aims to be fair at all times and provide satisfaction to anyone using the services it provides. The staff and volunteers who represent the organisation are committed to high standards of conduct and service.</p> <p>Children and adult learning in all areas, academic, social and personal is best supported in an environment where people feel happy, safe, valued and motivated to achieve. At EntertainArts Ltd we create a positive learning environment that ensures our approach to behaviour management and discipline is consistent and understood by all staff, students and parents.</p> <p>The clear majority of the EntertainArts Ltd community demonstrate the values which we want to promote to our students. We value the interaction between staff and the families of our students. It is an important part of our ethos; it helps us to get to know our students and, therefore, enable them to make the best possible progress in all respects. This is, however, a privilege.</p> <p>Sadly, there are a few occasions where adults do not behave as we would like and EntertainArts Ltd has been encouraged to consider what to do in the situation where unsatisfactory behaviour arises.</p>		
<b>Distribution:</b> <ul style="list-style-type: none"> <li>To all volunteers and staff</li> <li>This policy will be made available to members of the public</li> </ul>		
<b>Review and monitoring of policy:</b> <ul style="list-style-type: none"> <li>Reviewed annually or in instances of legislative change</li> <li>Monitoring is part of Management and Supervision</li> </ul>		

### The following policy is based on the below principles:

- All members of the EntertainArts Ltd community have a right to expect that they learn in a safe place.
- EntertainArts Ltd expects every member of its community to behave in a considerate way towards others.
- EntertainArts Ltd expects every member of its community to be committed to safeguarding and child protection and would not knowingly ever want to harm a young person in any way.
- There will be a zero tolerance of violence, threatening behaviour and disorderly conduct, including abuse in all forms, against EntertainArts Ltd staff or other members of the EntertainArts Ltd community.

- Where such behaviour does occur, action will be taken to deal with the person or persons concerned.

### **What do we mean by Abusive or Threatening Behaviour?**

The Public Order Act 1986 defines “disorderly conduct” as: verbal abuse, threatening abusive or insulting words or behaviour or any disorderly behaviour whereby a person is caused alarm, harassment or distress.

“Threatening behaviour” is when a person fears that violence or threat of violence is likely to be provoked. In a EntertainArts Ltd context, this could mean someone shouting at a member of staff, either in person or on the phone; acting aggressively, including using intimidating body language, as well as actual violence. It also covers comments posted on social networking sites or situations where members of staff are approached off premises.

### **Parent & Carer Code of Conduct**

*EntertainArts Ltd has a code of conduct for parents. The purpose is to provide a reminder to all parents, carers and visitors about the expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding.*

#### **EntertainArts Ltd expects parents and carers to:**

- Respect our caring ethos
- Understand that parents and teachers need to work together for the benefit of children
- Demonstrate in their own behaviour that all members of the community should be treated with respect
- Seek to clarify a child’s version of events with EntertainArts Ltd in order to bring about a peaceful solution to any issue
- Correct their own child’s behaviour, especially where it could lead to conflict
- Approach EntertainArts Ltd staff to help resolve issues
- Avoid using staff as threats to admonish children

#### **In order to support a peaceful and safe learning environment, EntertainArts Ltd does not tolerate:**

- Disruptive behaviour which interferes or threatens to interfere with the operation of a class, office or other area of grounds
- Loud or offensive language, swearing, cursing or displaying temper
- Threatening to do actual bodily harm to a member of EntertainArts Ltd staff, visitor, parent/carers or pupil
- Damaging or destroying EntertainArts Ltd property
- Sending abusive or threatening emails, text/voicemail/phone messages or other written communication
- Defamatory, offensive or derogatory comments regarding EntertainArts Ltd or any of the pupils/parents/staff at EntertainArts Ltd on facebook or other social media sites
- The use of physical aggression towards another adult or child. This includes physically punishing your own child on school premises
- Chastising someone else’s child
- Smoking, or consuming alcohol or drugs on site
- Bringing dogs on to premises

If any of these behaviours occur, EntertainArts Ltd may contact the appropriate authorities and, if necessary, ban the offending adult from entering school grounds or office.

**Action to be taken if an incident occurs:**

If an incident involving threatening behaviour or abuse does occur then an incident report form will be completed by the member of the school community against whom the abuse was directed. In the case of this being a student, a member of staff may complete the form on their behalf.

**Step 1 - Verbal Warning**

A director or teacher will speak to the person or persons perpetrating such an incident privately. It will be put to them that such behaviour is unacceptable and an assurance will be sought that such an incident will not be repeated. It will be stressed on this occasion that repetition of such an incident will result in furthermore serious action being taken.

**Step 2 – Written warning**

If a second incident occurs involving the same person or persons, the directors will write to the adult(s) informing them once again that this conduct is unacceptable.

**Please Note:**

Any incidents of violent conduct would immediately proceed to step 5. At any stage, the school may report serious incidents of abusive and threatening behaviour to the Local Authority. The school has a statutory responsibility to report any racist or discriminatory incidents to the Local Authority (See Equality Policy). Any act of actual or threatened violence will be referred to the police immediately. Any sign of a potential Child Protection or Safeguarding issue will be dealt with as per EntertainArts Ltd Child Protection & Safeguarding policy.

**Step 3 – Final written warning**

If a third incident occurs involving the same person or persons, the directors will write to the adult(s) giving a final warning that this abusive and threatening behaviour is unacceptable, and that a repetition of this conduct will leave the governors no option but to take further action.

**Step 4 – Action letter**

If such an incident recurs, or if an initial incident is considered serious enough by the directors the person or persons may be excluded from school premises and all associated events.

**Step 5 – Involvement of the police**

If following a decision to ban a person from the premises, that person nevertheless persists in entering school premises and is displaying unreasonable behaviour, such a person may be removed from the school premises as a trespasser under Section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986. Other members of the public have no right of access to the school.