

CONDUCT POLICY

Policy of:	North Hampshire Education Alliance
Policy applicable to:	Parents, Students, and Visitors to Queen Mary's College, Basingstoke The principles of this policy also apply to all NHEA staff and all visitors to and users of QM Leisure Ltd. facilities
Policy owned by:	Caroline Watson – Assistant Principal, Organisational Support
Point of contact: (if different to above)	

Approved:	Initially approved as 'Zero Tolerance Policy' by SMT: 13 th October 2021 Updated to add all forms of communication: April 2024. Updated to change 'Zero Tolerance' to 'Conduct': Nov 2024 Approved: SLT 24 April 2025 Noted: LGB 13th May 2025 (tbc)
Cycle of review:	Every four years
This Policy is available in different formats upon request	

Context

Queen Mary's College is committed to promoting mutual respect in everything we do. We set high expectations for students and staff in terms of behaviour and respect. We value every member of the College, and the broader community. We strive to ensure that all people enjoy being part of a strong, inclusive College and that we continue to be an inclusive employer with a diverse workforce.

It is the purpose of this policy to promote and support safeguarding of the College community. The principles apply to all College stakeholders (students, staff, parents/guardians, visitors); and all forms of communication (verbal, written, social media):

Underlying Principles

- The relationships between parents/guardians/visitors and this College are greatly valued; partnership working is seen as enhancing the education of students in the College.
- Parents/guardians and visitors are welcome to come into College to discuss matters of concern through the appropriate channels.
- All meetings held in College are by mutual consent.
- All meetings will take place in an atmosphere of mutual respect and trust.
- College staff and parents/visitors will communicate and act reasonably and responsibly in dealing with issues of concern.
- Parents with concerns/complaints about students other than their own should not deal with the student in question but should address their concerns to a member of College staff.
- All parties will work together to resolve difficulties, even when they relate to matters of a personal nature.
- Unreasonable contact/unreasonably persistent contact will not be tolerated. Parents/guardians/visitors should allow the College sufficient time to respond and investigate any issues that are raised. Timescales will be made clear and adhered to wherever possible. Staff are encouraged to refer on any concerns to their line manager. If necessary, a single point of communication will be established.
- Parents/guardians should allow the College a reasonable period of time to investigate complaints/concerns, in compliance with the Colleges complaints procedures.
- Acts of an intimidating or threatening nature, whether that is communicated verbally or in writing, will not be tolerated.
- Offensive or abusive language, however communicated, will not be tolerated.
- The College will not tolerate the use of social media, mobile phones, the email system, or the internet for illegal or inappropriate activities such as citing confidential, defamatory or malicious information about employees, the College or its customers or suppliers.

Policy

The above principles will be recognised and put into practice in contacts between College and parents/visitors to site. While College is in session, entry for visitors is restricted to a single point, the Help Desk, staffed during College hours.

Visitors are monitored and are always escorted while on the premises. Hosts are responsible for visitors during their stay. If a visitor enters the premises and refuses to leave, this behaviour may give rise to a criminal offence. Staff will request the person to leave the premises but should not place themselves in a position of risk. If violence is threatened, if there is a breach of the peace or a likelihood of this, the police will be informed by an emergency call.

Meetings with parents or visitors will be through an appointment system for general enquires, support and advice. However, it is recognised that emergency meetings may need to be convened

at short notice and in this case all parties will endeavour to meet at the earliest opportunity. Where parents or visitors do not conduct themselves in an appropriate manner during meetings or discussions the meeting should be terminated and the parent/ visitor asked to leave the premises. Where conduct has been such as to warrant it, the police will be informed. The College will instigate proceedings to ban persons acting in such a manner from the College premises.

Telephone and written communications/discussions must be conducted in a manner consistent with our principles and policy. Overbearing, relentless and intimidating behaviour will not be tolerated, neither will offensive or abusive language. Staff are empowered to terminate calls involving inappropriate behaviour of this nature.

A record will be maintained in College of all incidents involving intimidating or threatening behaviour towards staff. The College will notify parents of our approach to unacceptable conduct and display the poster (attached) in prominent positions around the College.

Equality & Diversity

In applying this policy, the College will have due regard for the need to eliminate unlawful discrimination, promote equality of opportunity, and provide for good relations between people of diverse groups, in particular on the grounds of the following characteristics which are protected by the Equality Act (2010); age, disability, sex, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, and sexual orientation, in addition to offending background, trade union membership, or any other personal characteristic.

CONDUCT POLICY

WELCOME TO OUR COLLEGE

NOTICE TO ALL PARENTS, VISITORS AND
STUDENTS AT QMC and QM Leisure

Inappropriate language, threats or acts of aggression towards staff, including shouting, are unacceptable on these premises. Anyone behaving in such a way will be asked to leave; they may receive a ban from the premises and their behaviour may be reported to the police.