

## Behaviour code

Ealing Council expects that members of the public, parents and other visitors to this school will behave in a polite and courteous manner to each other, to staff and to pupils. It is expected that parents will be good role models with respect to conduct and managing individual concerns.

Ealing Council will not tolerate aggressive, violent, abusive or anti-social behaviour towards anyone on the school site. Should there be clear evidence that there has been a breach of this Behaviour Code, Ealing Council will take action, or support the school in taking action, to protect members of the school community. *This may include banning the individual from the school premises or some other legal action.*

If you have a problem that makes you angry, here are a number of ways in which to deal with it:

- Deal with your anger before going to the school. An angry confrontation will normally get a defensive response rather than a helpful one. School staff may also refuse to talk to you while you are angry, so you will have achieved nothing.
- Don't jump to conclusions. What made you angry may not be what happened in reality.
- Make an appointment to see the relevant person. If you just turn up at the school, they may not be able to give you the time you need.
- Make a note of the things that you are unhappy about. It will help to clarify the issues and help you when you meet the member of staff.
- Consider having a friend with you when you have your meeting if you find it difficult to manage meetings.
- Don't expect an immediate solution. The person you're talking to will need to validate your concerns before being able to take any action or reach a solution.
- If you feel that your concern has not been dealt with effectively you should ask for a copy of the school complaints procedure. This will tell you the informal and formal procedure for taking your concerns further.