

## 1. POLICY STATEMENT

Tameside College welcomes people from all sections of the community. In all aspects of College life we aim to provide and promote equal opportunities for potential and existing students and staff. We will pursue policies and establish practices which are non-discriminatory. We will seek to provide fair treatment for potential and existing staff and students and to value diversity in human experience and circumstances. We aim to establish a constructive and positive working environment for all staff and students.

The College has a duty to ensure that we maintain a culture where learners are taught to respect themselves and each other, the staff they work with and all members of the College community. We pride ourselves in creating a culture where every learner has the opportunity to develop their character giving them the qualities, they will need in order to thrive in society and become and active citizens.

The College recognises the importance of family, guardians and care givers (“customers”) in supporting learners from all background and ages to succeed in this. In interacting with this group, it is expected that the following College values will be respected by all

**Value and Respect Each Other:** Be respectful, polite and courteous to everyone, encourage, praise and support each other, respect the learning and College environment, listen and be open to the views and opinions of others

**Act with Integrity:** Not accept any form of bullying or conflict, be honest and trustworthy, not blame others for their attitude or actions, contribute and take pride in their work and not take credit for the work of others, have pride in their learning environment, don’t rely on others

This document sets out the College’s policy for unacceptable customer behaviour and the process for dealing with any unacceptable customer behaviour.

### 1.1. DEFINITION OF UNACCEPTABLE BEHAVIOUR

We consider that aggressive, abusive or insulting behaviour or language from an individual presents a risk to staff or students. Unacceptable behaviour is such that makes a member of staff or student feel threatened or causes distress. This can be through face-to-face contact, on the telephone or in written communication (including social media). The following is not an exhaustive list but seeks to provide illustrations of such behaviour:

- any kind of insult as an attempt to demean, embarrass or undermine
- any kind of threat
- raising of voice so as to be intimidating
- physical intimidation, e.g. by standing very close to him/her or the use of aggressive hand gestures
- use of foul or abusive language
- any kind of physical abuse
- behaviour or language that seriously contravenes the College’s values
- allegations which turn out to be vexatious or malicious.

### 1.2. THE COLLEGE’S APPROACH TO DEALING WITH INCIDENTS

If an individual behaves in an unacceptable way towards a member of the College community, the Principal or member of the Senior Leadership Team (SLT) will assess the level of risk before deciding on a future course of action. The course of action will be reasonable and commensurate with the assessed level of risk.

### 1.3. DYNAMIC RISK ASSESSMENT

The Principal or SLT will assess the threat level posed from the customer and will put precautions in place to Safeguard the college community.

## 1.4. RECORDING OF INCIDENTS

Individuals that have been subject to abuse and any witnesses will make written statements about the incident(s), this information will be kept on file with any subsequent correspondence. This file will be kept by the Principal's PA and depending on an assessment of the risk of retaliation these written statements may be made available to the individual if they request it.

## 1.5. THE COLLEGE'S RESPONSE

Following the completion of the risk assessment, the Principal will designate a member of the SLT to decide the level of action to be taken. Actions will include the following:

### 1.5.1. Clarifying acceptable behaviour.

In some instances it may be appropriate simply to ensure the individual is clear about behaviour standards expected by the College. This could be explained in person or by letter by an SLT member. This may include a warning about further action if there are further incidents. Representations from the customer will be requested in writing, which will be within 10 working days of the request. Depending on the circumstances a meeting may then be held to discuss the situation and how this can be avoided in future.

### 1.5.2. Informal meeting to discuss event

Where appropriate, a meeting may be arranged between a member of SLT and the customer to discuss the event. The main points of discussion and any agreed actions should be noted, and a follow-up letter or e-mail sent to confirm the College's expectations and any agreed actions.

### 1.5.3. Defining acceptable boundaries

Although fulfilling a public function, colleges are private places. The public has no automatic right of entry. Customers have an 'implied licence' to come onto College premises at certain stated times. It is for colleges to define and set out the extent of such access. Individuals exceeding this would be trespassing.

Depending of the type, level or frequency of the unacceptable behaviour, the College may consider imposing conditions on the individual's contact with the College. These conditions may include (but are not exclusively):

- being accompanied to any meeting with a member of College staff or by a member of SLT
- restricting contact by telephone to named members of the senior leadership team
- restricting written communications, including email or text, to named members of the senior leadership team
- restricting attendance at College events to those where the parent/Student will be accompanied by a member of the senior leadership team of the College
- any other restriction as deemed reasonable and proportionate by the SLT member

In this case the individual will be informed by letter from the SLT member the details of the conditions that are being imposed. The individual would then be given 10 working days from the date of that letter to make representations in writing about any imposed conditions, with the right of appeal made to the Principal.

If the decision is to confirm the conditions imposed, this decision will be reviewed by the Principal after 20 working days. When deciding whether it will be necessary to maintain, extend or remove the conditions, the Principal will give consideration to the extent of the individual's compliance with the conditions, any appropriate expressions of regret and assurance of future good conduct received from him/her and any evidence of the individual's co-operation with the College in other respects.

## 1.5.4. Imposing a ban

Where other procedures have been exhausted and intimidation, aggression or intimidation continues or where there is an extreme act of violence then the College may consider banning the individual from College premises. This will include banning a parent or student from accessing College staff by written communication or telephone.

In these circumstances, the individual would be advised in writing by the member of SLT that a provisional ban is being imposed. The individual would then be given 10 working days from the date of that letter to make representations about the ban in writing to the Principal. The Principal would then decide whether to confirm or remove the ban. This would be communicated to the individual in writing within 10 working days of the receipt of their letter.

A decision to impose a ban will be reviewed by the Principal after 2 months (and every six months after that, if appropriate).

In deciding whether to remove or extend the ban or impose conditions, the Principal will give consideration to the extent of the individual's compliance with the ban, any appropriate expressions of regret and assurance of future good conduct received from him/her and any evidence of the individual's co-operation with the College in other respects.

## 1.5.5. Removal from College

Individuals who have been banned from the College premises and continue to cause a nuisance will be deemed to have committed a Section 547<sup>1</sup> offence. They will be considered as trespassers. In these circumstances the offender may be removed from College. This may be carried out by a police officer or person authorised by the governing body. Legal proceedings may be brought against the individual.

The College may refer matters to the Police, if they are deemed serious enough.

## 1.5.6. Complaints policy

Any complaints that arises from incidents of abusive behaviour will be dealt with under the College's complaints management policy.

If complaint is deemed to be unreasonable and based on untrue foundation and has vexatious purpose then the college will reserve the right to not accept or terminate the investigation of any such complaints using discretionary processes.

## 2. POLICY CONTEXT

This policy applies to Tameside College and Clarendon 6<sup>th</sup> Form customers

## 3. LOCATION AND ACCESS TO THE POLICY

The Management of Unreasonable Contact and Customer Behaviour Policy and supporting policies and other documents are available in ColleegeiP and the College website.

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<sup>1</sup> Section 547 of the Education Act 1996 makes it an offence for a trespasser on educational premises to create a nuisance or disturbance, and allows for the removal and prosecution of any person believed to have committed the offence. The fine for a person convicted of the offence is up to £500.

# MANAGEMENT OF UNREASONABLE CONTACT AND CUSTOMER BEHAVIOUR POLICY



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## 4. Policy Status

Responsibility: Executive Director of Finance, Estates, MIS & IT  
Approved by: Senior Leadership Team  
Issue Date: November 2023  
Review Date: November 2025

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### Review/Change History:

Version	Description/Detail of Update & Name of Person who has carried out Update	Approval	Date of Issue
1	New policy	SLT	Dec 2023