



ST. MARTIN'S CE PRIMARY & NURSERY SCHOOL

Acceptable Behaviour Statement

St Martin's Nursery and Primary School places enormous value on its relationships with children, their carers, the wider community of Cranbrook and beyond.

Those relationships are integral to how we work together and we will do the best we can do to nurture and develop those relationships so that together we can ensure that our young people get the most out of their time with us.

The principles and care values that we share as an individual and school are:

- That the children, their parents and carers are vital to the success of the St Martin's Nursery and Primary School.
- Everyone will have fair and equal access to all of our services.
- All people coming into contact with our school will be treated equally
- Every person is entitled to:
 - Expect that their school is a safe place
 - A standard of service which is known and agreed
 - Be listened to when they comment or complain
 - A sensitive response to their needs
 - A rapid response to their complaints
 - A courteous response to their enquiries
 - Continuous attention by us to their satisfaction

We believe people behave acceptably when they:

- Afford dignity, trust and respect for everyone and themselves;
- Have awareness of the effects of their behaviour on others and only make reasonable and manageable demands;
- Communicate honestly and openly, clearly stating what they need and expect of others;
- Provide and are receptive to honest feedback based on evidence; and
- Challenge discriminatory language and behaviour in an appropriate way

What we will do

When dealing with parents, carers and visitors staff will be professional at all times and show:

- Courtesy in all circumstances
- Accuracy in what they do
- Accountability for the quality of service they deliver
- Integrity in all their dealings
- Consideration for the needs of customers
- Promptness in all their actions, keeping people informed of progress

What we ask in return

St Martin's expects its staff to be treated in a respectful manner, and whilst it is understood that people sometimes get frustrated, we will not tolerate behaviour which is deemed unacceptable, threatening, abusive or unreasonably persistent.

If such unpleasant behaviour is encountered and cannot be calmed down, staff will politely state that they will have to terminate the contact (put the telephone down/leave the room etc).

St Martin's will take appropriate action against any individuals who are abusive to staff. The action taken will depend on the circumstances but could include the school withdrawing the implied right a parent or carer has to enter the school premises.

How to raise concerns appropriately

Whilst we are very proud of our school, we know that no one gets things right all the time. We are committed to working with you to provide the absolute best for all of our children and this includes responding quickly and proportionately to concerns that are raised. We believe that learning is a lifelong endeavour, and we have systems in place to monitor any concerns and complaints received so that we can evaluate how quickly we resolved matters and how effective the resolution was and use this to improve our practices.

You will find guidance on how St Martin's deals with concerns raised and also our Complaints Policy on our web page.

Adopted by the Governing Board: March 2015

Review Term: Two years

Dates reviewed: 15th March 2017 by Lead Governor for Staffing. No amendments necessary.