Ysgol Dewi Sant
Policy for dealing with unacceptable behaviour by stakeholders

Approval Date:	March 2026
Revision Date:	March 2028
Statutory or non-statutory	Non-statutory

Policy for dealing with unacceptable behaviour by stakeholders[1]

1 Overview

1.1 At Ysgol Dewi Sant, we believe that our stakeholders have a right to be heard, understood and respected.

1.2 We also believe that our staff and governors have the right to work in a safe environment, free from any abuse or harm caused by others.

1.3 We expect all stakeholders to treat our staff and governors with courtesy and respect at all times, as we will with stakeholders.

1.4 In a small number of cases the actions of some stakeholders become unacceptable because they involve abuse of our staff and governors and/or our processes.

1.5 We do not view an action as unacceptable, just because a person is forceful or determined. However, we do consider actions that result in unreasonable demands and/or abusive behaviour to be unacceptable.

1.6 There are a range of actions we consider to be unacceptable, which can be best grouped as follows:

- Aggressive or abusive behaviour; and
- Unreasonable demands and/or unreasonable levels of contact.

2. Aggressive or abusive behaviour

2.1 We understand that people can become angry when they feel that matters about which they feel strongly are not being dealt with as they wish. If that anger escalates into aggression or abuse towards our staff or governors, we consider that unacceptable.

2.2 Aggressive or abusive behaviour includes language (whether verbal or written) that may cause staff or governors to feel afraid, threatened or abused and may include threats, personal verbal abuse, derogatory remarks and rudeness. We also consider inflammatory statements, remarks of a discriminatory nature and

[1] Stakeholder definition: anyone who has contact with the school except for staff [where unreasonable behaviour will be dealt with under the disciplinary procedure] and students [where unreasonable behaviour will be dealt with under the school's behaviour policy] and governors [where issues are governed by the governor's code of conduct].

unsubstantiated allegations, to be abusive behaviour. Where a stakeholder is aggressive or abusive, we may decide to:

- Advise the stakeholder that we consider their actions offensive, unnecessary and unhelpful and ask them to stop;
- End telephone calls / appointments / meetings;
- Terminate all direct contact with the stakeholder;
- Notify the police. This will always be the case if physical violence is used or threatened; and
- Take any other action that we consider appropriate to the circumstances.

3. Unreasonable demands and / or unreasonable levels of contact

3.1 A demand becomes unacceptable when it starts to impact excessively on the work of our staff and governors, or when dealing with the matter takes up an excessive amount of time and in so doing, disadvantages other stakeholders, staff, governors and pupils.

3.2 Where a stakeholder is unreasonably demanding, repeatedly contacts us in person, by phone, email etc., contacts various staff or governors about the same issue, raises the same issue repeatedly, or sends us large numbers of documents about which the relevance is not clear, we may decide to:

- Limit contact to telephone calls from the person at set times on set days;
- Restrict contact to a nominated member of staff who will deal with future calls or correspondence;
- See the person by appointment only;
- Restrict contact to written correspondence only;
- Refuse to deal with further correspondence and return any documents;
- Advise the person that further irrelevant documentation will be destroyed; and
- Take any other action that we consider appropriate to the circumstances.

4. Taking action

4.1 Before we take any action, we will give the stakeholder the opportunity to modify their behaviour. If the behaviour continues, we will take action as set out in this document.

4.2 Stakeholders will be told in writing why a decision has been made, what the alternative arrangements will be and the length of time that these restrictions will be in place.