**Morris Education Trust**

Across the Morris Education Trust, the staff, governors, parents and carers and wider community recognise that the education of our children is a partnership between us all.

We ask parents and other visitors to act reasonably and be considerate of the demands made on our staff. We understand that everyday misunderstandings can cause frustrations and have a negative impact on relationships. We understand that this can sometimes lead to frustration and anger which can be directed at our frontline staff who are doing their job and following procedures. We are committed to resolving difficulties in a constructive manner, through open and positive dialogue.

We have a duty of care to our employees so the Trust will not tolerate any incident where its staff are abused, threatened or assaulted in any regard. This can be in the form of:

* Anger and aggression that is directed to our staff
* Abusive, offensive and threatening language
* Aggressive and threatening behaviour
* Disruptive behaviour which interferes or threatens to interfere with any of the college’s normal operation or activities anywhere on the premises
* Any inappropriate behaviour on the college sit
* Threatening in any way, a member of staff, visitor, fellow parent/carer or child
* Sending abusive or derogatory comments regarding the college or any of the staff

If any parent or visitor behaves in this way, the Trust will use its legal authority to take action against individuals.

We also recognise that an individual’s anger is likely to be triggered by issues or concerns and we will also commit to working with you to resolve these. Please communicate with us in a courteous and compassionate way. If you continue to feel the issue has not been addressed well enough, please use our Trust Complaints Procedure which is there to respond to any unaddressed concerns.

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