



United Learning (West London Primary Schools) Staff Protection Policy

**Applies to: Langford, Wilberforce, Fulham, Queen's Manor and Sullivan Primary
Schools**

Introduction

All our staff have the right to work in an environment that is free from abuse, harassment and victimisation. This policy outlines United Learning's approach to protecting its staff from unacceptable behaviour (physical and/or psychological) from parents/carers of students and visitors, including strengthened provisions for staff safety and wellbeing.

Definition of Unacceptable Behaviour

United Learning expects all those who engage with our staff to be respectful, reasonable and courteous in all their communications, including the tone, content, volume and/or nature of such communications. Unacceptable behaviour may include, but is not limited to:

- Verbal abuse
- Physical abuse (actual or threatened)
- Bullying, harassment or victimisation
- Aggressive behaviour, including shouting or raised voices
- Making threats or what staff perceive as threats
- Behaviour (verbal or physical) which the member of staff perceives to be threatening
- Making unreasonable demands on staff
- Spreading rude or inappropriate comments about staff to other members of staff
- Derogatory or insulting behaviour
- Filming, photographing, or recording staff without explicit consent
- Inappropriate language, including swearing
- Undermining professional integrity and/or abilities
- Pressure to alter grades or give awards/responsibilities to students
- Any other unreasonable conduct causing distress or harm (physical and/or psychological)

Unacceptable behaviour may occur in person, on the telephone, in writing (emails, texts, IM), or online (including posting malicious comments, internet trolling, and misuse of images or video recordings).

Schools can display notices at entrances and on websites stating encouraging visitors align with our Staff Protection Policy.

Online Abuse

Any misuse of images or video recordings of staff, whether taken on-site or shared online, constitutes online abuse and will be treated as a serious offence. Staff should report inappropriate online contact immediately and maintain evidence (screenshots, timestamps). Any online abuse of staff will not be tolerated.

Procedure for Dealing with Unacceptable Behaviour

All incidents must be reported immediately to the Senior Management Team and followed up in writing. Visitors displaying aggression or filming staff should be asked to leave the premises immediately. The police will be involved as necessary, including cases of harassment, intimidation, or filming staff without consent.

Staff are empowered to prioritise their own safety and wellbeing. If at any point during an interaction they feel unsafe, threatened, or upset, they may walk away from the situation immediately. Likewise, if unacceptable behaviour occurs during a telephone conversation, staff are permitted to end the call politely and report the incident to the Senior Management Team.

Sanctions

Sanctions may include warning letters, withdrawal of permission to attend school functions, restricting communication through a named senior leader, and banning from premises.

Supporting Members of Staff

Staff subjected to aggression or harassment will be offered immediate support, including access to counselling services and the option to have a colleague present during future interactions. Employees can also access our wellbeing offer, including counselling, and trade union support.