



SURBITON

HIGH SCHOOL

Staff Protection

Contents

Staff Protection	1
Surbiton High School: Ethos and Aims	2
1. Introduction.....	3
2. Definition of Unacceptable Behaviour	4
3. Verbal Abuse	4
4. Correspondence	5
5. Online Abuse	5
6. Vexatious, Malicious, Discriminatory or Defamatory Behaviour	5
7. Procedure for Dealing with Unacceptable Behaviour	6
8. Sanctions	6
9. Supporting Members of Staff	6
Document Information.....	7



SURBITON

HIGH SCHOOL

Surbiton High School: Ethos and Aims

Surbiton High School aims to **inspire, encourage and empower** our young people to discover and embrace their individuality in an intellectually rigorous academic environment. Balanced with outstanding pastoral care, our students become compassionate, respectful, courageous, and inquisitive members of the community, living out the School's motto: *Amor nos semper ducat* (May love always lead us).

Our Values

We are compassionate:

We are kind and we care, in both thought and action. We consider those less fortunate and strive to support and offer aid. We are mindful of the gentle power of positive actions. We support and encourage those around us.

We are respectful:

We respect all people equally. We respect ourselves, our learning, our community, our environment, and the planet we all share. We strive to act with respect and integrity in all things. When we disagree, we do so respectfully.

We are courageous:

When challenged by our fears we are determined, not deterred. We call on resilience for strength when in the heat of the struggle. We bravely chase our dreams and fight for what we believe. When we fall, we pick ourselves up and forge forward.

We are inquisitive:

We understand that a thoughtful question is the key to unlock understanding. We believe where answers provide ends, questions pose exciting beginnings. We are eager to explore, we question to discover, we are curious to learn more of the world at large.

We are a community:

We are united - with a common focus. We value belonging to a wider community: our school community, our local community, our global community. We are inclusive of all, no matter our differences. We value and nurture the connections we form.

We achieve these aims through our *Charter for Happiness and Well-being*. Our pupils:

- **are inspired to deploy their highest strengths to tackle all situations**, developing a growth mind-set and a can-do attitude, equipped with the tools to maximise their positive emotions
- **are encouraged to find their niche**, to be fully engaged in educational activities and to meet the highest challenges that come their way



SURBITON

HIGH SCHOOL

- **are coached and encouraged to develop strong relationships**, to be empathetic and responsive to the needs of themselves and others
- **are empowered to lead a meaningful life**, to be able to understand what their goals are and to know what they are striving for
- **are empowered to draw strength from celebrating their accomplishments**, in order to tackle new challenges

We achieve these aims through our inculcation of *Learning Habits*. Our children:

- **are inspired in their thinking**, to ask questions, to make connections, to imagine possibilities, to reason methodically and to capitalise on their resources
- **are encouraged to be emotionally invested in their learning**, persevering in the face of difficulties, noticing subtle differences and patterns, managing their distractions, and becoming absorbed in their learning
- **are empowered to be fully involved in their learning**, growing in interdependence, collaborating effectively, listening empathetically to others, and imitating their learning habits
- **are inspired, encouraged, and empowered to be productive**, planning their learning in advance, revising and reviewing their progress, distilling important information, and developing their own meta-learning

United Learning and the United Church Schools' Trust

Surbiton High School is part of *United Learning* and the *United Church Schools' Trust*. The School has an Anglican foundation, valuing its Christian heritage whilst welcoming staff and children from all faiths and none. We share with United Learning its core mission statement "to bring out the best in everyone". We are committed to the aims of United Learning, including its *Framework for Excellence*, which can be found at: www.unitedlearning.org.uk

1. Introduction

All our staff have the right to work in an environment that is free from abuse, harassment and victimisation. This policy outlines Surbiton High School's approach to protecting its staff from unacceptable behaviour (physical and/or psychological) from parents/carers of pupils or students and visitors.

- 1.1 Surbiton High School is opposed to any abuse, and takes a firm stance against bullying, harassment or victimisation in all its forms.
- 1.2 Unacceptable behaviour by students and staff will be dealt with under the School's [Behaviour Policy](#) or the [United Learning Disciplinary Policy](#) respectively.
- 1.3 Surbiton High School also refers to the United Learning [Lone Working and Violence at Work Policy](#) and conducts any risk assessments as necessary.



SURBITON

HIGH SCHOOL

2. Definition of Unacceptable Behaviour

- 2.1 Surbiton High School 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.
- 2.2 Unacceptable behaviour may take the form of, including but not limited to:
 - a) Verbal abuse;
 - b) Physical abuse (whether actual or threatened);
 - c) Bullying-type behaviour, including harassment and victimisation;
 - d) Aggressive behaviour;
 - e) Inappropriate language, including swearing;
 - f) Undermining professional integrity and/or abilities;
 - g) Pressure to alter grades or give awards/responsibilities to students;
 - h) Any other unreasonable conduct (whether one off or persistent) which causes distress or harm (physical and/or psychological).
- 2.3 Unacceptable behaviour may take place in various contexts, including but not limited to:
 - a) In person (both one-to-one or in public, such as at a sports match or parents evening);
 - b) On the telephone;
 - c) In writing (including emails, texts and Instant Messaging);
 - d) Online (including posting malicious comments on websites and social media sites or messaging apps, other acts of “internet trolling”, and misuse of images/footage).
- 2.4 Surbiton High School communicates to parents/carers and visitors the expectation that all staff should be treated with respect, and that there may be sanctions for breaching this expectation, by displaying this policy on the School website.
- 2.5 Surbiton High School supports staff against unacceptable behaviour and all such behaviour will be responded to appropriately.

3. Verbal Abuse

- 3.1 Verbal Abuse may be defined as “the repeated improper and excessive use of language or tone of voice to humiliate someone, or to undermine someone’s dignity” including swearing. Verbal abuse which is related to a protected characteristic, such as race, gender, sexual orientation, disability, faith, or age, may constitute hate speech.
- 3.2 Any member of staff subject to verbal abuse should firstly look to defuse the situation and politely ask the individual to remain calm and ask to discuss the matter (ideally with another



SURBITON

HIGH SCHOOL

member of staff present). Should the abusive behaviour continue, the member of staff should terminate the conversation.

- 3.3 Any member of staff subject to verbal abuse should record the nature of the incident, who was involved, any witnesses and examples of the alleged abuse as soon as possible. The incident should then be raised with their line manager.

4. Correspondence

- 4.1 All correspondence that is unacceptable in tone, volume or content must be passed immediately to the relevant line manager at the earliest possible opportunity without replying to the individual.

5. Online Abuse

- 5.1 Any member of staff who receives inappropriate and abusive contact online e.g., emails, social media, direct messaging, etc. should raise the matter as soon as possible with their line manager.
- 5.2 Individuals should not respond to the inappropriate contact and should maintain a record of evidence e.g., frequency and time of contact, screen shots, etc.
- 5.3 Individuals should refer to the School's [Social Media Policy](#).

6. Vexatious, Malicious, Discriminatory or Defamatory Behaviour

- 6.1 Surbiton High School takes very seriously any action (such as by a parent/carer and/or visitor) which, after careful consideration, is deemed vexatious, malicious, discriminatory, defamatory, or which sets out to undermine the reputation of the School and its staff, and/or which, on the balance of probability, may be found to have been intended to cause upset or distress to a member of staff.
- 6.2 All behaviour deemed vexatious, malicious, discriminatory or defamatory must be reported immediately to the relevant line manager at the earliest possible opportunity without discussion with the alleged perpetrator.
- 6.3 The member of staff concerned should provide the relevant line manager with the evidence (e.g., screenshots from Social Networking sites, notes from the relevant conversation or the email concerned etc.).



SURBITON

HIGH SCHOOL

7. Procedure for Dealing with Unacceptable Behaviour

- 7.1 All incidents of unacceptable behaviour towards staff must be reported immediately to the relevant line manager and be followed up in writing as soon as practical.
- 7.2 If the alleged perpetrator is a visitor to the School, they should be asked to leave the premises immediately and be accompanied off site.
- 7.3 The Principal (or Chair of the LGB, as appropriate) will follow up the incident with the parent/carer or visitor involved by phone call or meeting. Appropriate sanctions may be applied and will take into account the severity and frequency of the incident(s).
- 7.4 The police will be involved as necessary to protect staff and others, and/or if an offence has been committed. The School will press charges in cases of staff being assaulted.
- 7.5 The member of staff involved will be kept informed during the process unless this is not appropriate due to confidentiality or if it may hinder any investigation.
- 7.6 If the member of staff involved is not satisfied with the outcome of this procedure, they have the right to appeal through the United Learning Grievance Procedure.

8. Sanctions

- 8.1 The following sanctions may be applied:
 - a) Warning letters to parents/carers or visitors.
 - b) Permission to attend School functions may be withdrawn, including (but not limited to):
 - (i) Sports matches.
 - (ii) Music and Drama events.
 - (iii) Cultural activities.
 - (iv) Parents' Evenings
 - c) Restrict all communication with the School through a named member of the Senior Leadership Team.
 - d) Permission to be on School premises, or to access online presentations or events, may be withdrawn. Please see [DfE Guidance](#).
 - e) Required removal or exclusion of the pupil or student from the School

9. Supporting Members of Staff

- 9.1 Surbiton High School recognises that experiencing and managing unacceptable behaviour can be distressing, and we will ensure appropriate support is provided for all staff involved. Staff are encouraged to seek support and advice from their trade union representative.



SURBITON

HIGH SCHOOL

- 9.2 Our Employee Assistant Programme offers free and confidential information, support and counselling on a wide range of work and personal issues Westfield Health [Westfield Health Customer Portal](#)

Document Information

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