



Parent and Third-Party Conduct & Staff Protection Policy

Applies To: All parents, guardians, carers, students, clients and third parties communicating with Tecnis Academy staff

Purpose

Tecnis Academy is committed to providing a safe, respectful and professional environment for its contractors, employees, tutors, students and families.

We recognise that parents and carers may sometimes be dissatisfied, frustrated or concerned about a service provided by the Academy. Parents have the right to raise concerns and make complaints.

However, concerns must be communicated respectfully.

This policy establishes the standards expected when communicating with Tecnis Academy staff and provides protection for employees and tutors who experience abusive, threatening, aggressive, intimidating or otherwise unacceptable behaviour.

Our Commitment to Staff

Tecnis Academy will not expect staff members to tolerate abusive or inappropriate behaviour from parents, carers, students or other third parties.

Employees should never feel that they are required to remain on a telephone call or continue an email conversation where the other person is:

- Shouting or screaming.
- Swearing at them.
- Insulting them personally.
- Threatening them.
- Intimidating them.
- Making discriminatory or offensive comments.
- Making sexually inappropriate comments.

- Repeatedly speaking over them and refusing to allow them to respond.
- Deliberately humiliating them.
- Making personal attacks.
- Making unreasonable demands in an aggressive manner.

Reasonable Complaints Are Welcome

This policy does not prevent parents or carers from making a complaint, questioning a decision, asking for clarification, raising concerns about a tutor or lesson, challenging an invoice or payment, raising concerns about their child's education, requesting management involvement, or providing negative feedback.

Parents have the right to raise legitimate concerns.

The distinction is between raising a concern respectfully and abusing or intimidating a member of staff.

Tecnis Academy will investigate genuine complaints fairly and appropriately.

Unacceptable Telephone Behaviour

Staff should remain calm and professional when dealing with difficult calls.

However, staff do not have to remain on a call where the caller becomes abusive.

Examples include shouting aggressively, swearing directly at a staff member, insulting or offensive names, personal attacks, threats, discriminatory comments, inappropriate sexual comments, repeated interruption, or continuing aggressive behaviour after being asked to remain respectful.

Procedure for Difficult Telephone Calls

Where a parent or third party becomes aggressive or abusive, the staff member should remain professional and, where appropriate, state:

“I am happy to assist you with your concern, but I cannot continue the conversation while I am being spoken to in this manner. If we can continue the conversation respectfully, I will be happy to assist you.”

If the behaviour continues:

“I have asked that we continue this conversation respectfully. As the behaviour is continuing, I will now end the call. Your concern can be escalated to management if required.”

The staff may then end the call.

Staff members do not need to remain on a call simply because the caller is a parent or client.

The incident must then be reported to the appropriate manager or HR, particularly where the behaviour involved threats, serious abuse, discrimination or repeated incidents.

Abusive or Offensive Emails

Tecnis Academy staff should not be expected to tolerate abusive or offensive emails.

Unacceptable written communication includes personal insults, swearing directed at staff, threats, discriminatory language, offensive or degrading comments, personal attacks, repeated hostile emails, intimidating language, threats against a staff member's employment or personal life, emails intended to harass or humiliate an employee, and repeated communication after the staff member has been instructed to communicate through management.

Dealing With Abusive Emails

Where an email contains inappropriate or abusive language, the staff member should not engage in an argument.

The email should be retained as evidence and forwarded to the relevant manager or HR where appropriate.

The staff member may respond professionally or management may take over the communication.

Where necessary, Tecnis Academy may inform the parent:

“We are happy to address your concerns and investigate the matter appropriately. However, we cannot accept abusive, threatening or disrespectful communication

towards our staff. Future communication must remain respectful and focused on the matter being raised.”

Escalation to Management

A staff member should escalate the matter to their Line Manager or HR where the caller has been abusive, made a threat, repeatedly behaved aggressively, made personal attacks, used discriminatory or offensive comments, repeatedly contacted different staff members with the same complaint, made the staff member feel uncomfortable or unsafe, or where the matter cannot reasonably be resolved by the staff member.

Management may take over communication with the parent or third party.

Staff Are Not Required to Handle Repeated Abuse

Where a parent repeatedly behaves unacceptably towards staff, Tecnis Academy may introduce reasonable communication boundaries.

This may include requiring communication by email, requiring communication through a manager, restricting communication to reasonable working hours, allocating management to deal with the matter, requesting that the parent stops contacting individual staff members directly, communicating formally in writing, or taking further action where behaviour continues.

Zero Tolerance for Threats

Tecnis Academy has zero tolerance for threats of violence or serious intimidation towards staff.

This includes threats made in person, by telephone, email, WhatsApp, social media, through another person, during online meetings, or through any other communication channel.

Any serious threat must be escalated to management and HR immediately. Where appropriate, Tecnis Academy may involve the relevant authorities.

Discrimination and Harassment

Tecnis Academy will not tolerate discriminatory or harassing behaviour towards staff, including offensive comments or behaviour relating to protected characteristics or other personal characteristics.

Examples include racist comments, sexist comments, religious harassment, disability-related abuse, sexual harassment, homophobic or transphobic abuse, and derogatory comments about someone's identity or background.

Such behaviour should be reported immediately to HR or management.

Protection of Remote Staff

The same standards apply to staff working remotely.

A parent must not assume that because a member of staff is working from home, they are personally available or can be contacted through their private phone number or personal social media.

Staff should use Tecnis Academy-approved communication channels for work-related communication.

Parents and third parties must not contact staff through personal social media accounts, contact staff's personal phone numbers unless authorised, contact family members, attempt to locate staff personally, visit a staff member's private residence, share a staff member's personal information online, or encourage others to contact or harass the staff member.

Staff Responsibilities

Staff are expected to remain professional, listen to legitimate concerns, avoid responding emotionally, never retaliate or become abusive, follow the Academy's complaint and escalation procedures, record significant incidents, inform management when support is required, and preserve relevant emails, messages or other evidence.

Staff should not attempt to resolve serious threats or harassment independently.

Record Keeping

Where inappropriate behaviour occurs, the Academy should maintain a factual record including date and time, name of the parent or third party, staff member involved, communication method, what happened, exact nature of the concern or behaviour, whether a warning was given, whether the call was terminated, copies of relevant emails or messages, management action taken, and any further incidents.

Records should be factual and objective and stored securely.

Management Responsibility

Management and HR will support staff who experience inappropriate behaviour.

Where appropriate, management will review the incident, support the staff member, take over communication, contact the parent formally, establish communication boundaries, investigate legitimate complaints, record repeated incidents, and escalate serious matters where necessary.

Staff should not be criticised simply for ending a call where they have followed this policy and the caller has continued abusive behaviour after being asked to communicate respectfully.

Repeated or Serious Breaches

Where unacceptable behaviour continues, Tecnis Academy may take proportionate action to protect staff and maintain a safe working environment.

Depending on the circumstances, this may include a formal written warning to the parent or third party, management-only communication, restriction of communication channels, requiring communication to take place in writing, further restrictions on direct contact with individual staff members, termination of services or contractual arrangements where appropriate and legally permissible, or referral to relevant authorities in cases involving threats, harassment or other potentially unlawful conduct.

Any action will be considered based on the individual circumstances and applicable legal and contractual requirements.

Final Principle

Parents and carers are entitled to raise concerns. Staff are entitled to be treated with dignity and respect.

Tecnis Academy will listen to legitimate complaints and work constructively with parents to resolve concerns.

However, dissatisfaction with a service does not justify abuse, intimidation, threats, harassment or personal attacks against staff.

Being a parent, client or customer does not give anyone the right to mistreat a member of the Tecnis Academy team.

We expect all communication to remain professional, respectful and focused on resolving the issue.

Tecnis Academy
Honesty • Clear Communication • Collaboration •
Loyalty • Professionalism