Performia Behaviour Policy: Students, Parents, and Visitors

Effective Date: November 2026

Last Review: November 2026

Next Review: November 2027

1. Introduction

Performia is committed to maintaining a safe, orderly and positive learning environment. Most parents, carers and visitors support the centre, its staff and its students; however, unacceptable behaviour may occasionally occur.

Performia requires its staff to behave professionally, attempting to defuse difficult situations. Conversely, all members of staff have the right to work without fear of harassment, violence, intimidation, or abuse.

This policy outlines our expectations for behaviour and the steps that will be taken if standards fall below these expectations, including the restriction of communication or withdrawal of permission to enter the premises.

2. Unacceptable Behaviour

Unacceptable behaviour, which will not be tolerated under any circumstances, includes:

- Shouting, either in person or over the telephone.
- Intimidating language, threatening, or abusive behaviour (in person, telephone, written communication, or online social media).
- Defamatory language or language causing unjustified reputational damage to Performia or its staff.
- Spitting.
- Any behaviour likely to cause alarm, distress, or fear of violence to anyone witnessing or receiving it.

This list is illustrative and not exhaustive.

3. Raising Concerns or Complaints

If a parent or visitor has a concern, the appropriate route for resolution is:

1. **Stage 1:** Raise the issue with the relevant **Subject Teacher**.

2. **Stage 2:** If unresolved, escalate to the **Department Lead**.
3. **Stage 3:** If still unsatisfied, escalate to the **Headteacher**.

If a concern is not dealt with informally, please refer to the Performia Complaints Procedure for instructions on submitting a formal complaint.

4. Permission to Enter and Remain on Premises

Meaning of premises

In this section, “Performia premises” includes any building, room, site or other location used by Performia to deliver its activities. It also includes Performia’s mobile classrooms and studios, including any bus, van or other vehicle used as a music, art, financial literacy or aviation studio, whether stationary or in transit. References to entering or remaining on Performia premises include entering or remaining in, on or immediately around a mobile classroom or studio while it is being used for Performia activities.

Parents, carers, and visitors have "implied permission" to enter the premises for purposes related to the education and service provided (e.g., dropping off/collecting students, scheduled meetings). This is not an absolute legal right.

Members of the public without a legitimate reason for entering are trespassing. Trespassing is a civil offence. Performia reserves the right to take action to stop trespassing, including refusing entry or requesting police assistance.

5. Withdrawal of Implied Permission

Performia reserves the right to withdraw "implied permission" to enter the premises if behaviour fails to meet the standards set out in this policy.

The withdrawal of permission is effective immediately upon verbal notification and will be confirmed in writing. Performia may also pursue criminal proceedings under Section 547 of the Education Act 1996 for disturbances on educational premises, or report criminal offences (assault, harassment, malicious communications, etc.) to the police.

6. The Procedure for Withdrawing Implied Permission

Stage 1: Warning

Where a parent or visitor behaves in an unacceptable way for the first time, they will receive a warning letter from a member of the Senior Leadership Team stating that further incidents will lead to the withdrawal of their "implied permission" to enter the premises.

Stage 2: Immediate Withdrawal

If the behaviour is serious, amounts to a criminal offence, or is a repeat of behaviour warned against in Stage 1, "implied permission" will be withdrawn. The Headteacher will send a letter confirming the prohibition, which will initially last for ten working days. The parent/visitor will be invited to provide written comments within five working days.

Stage 3: Management Review

Within ten working days of the withdrawal letter, a **Senior Management Review** will be conducted. This review will be carried out by a member of Performia's senior management team who was not involved in the original incident.

They will consider all documentation, the Headteacher's record of the decision, and any written comments provided by the individual. They will then confirm whether the decision stands (with a specified review date) or is revoked.

Stage 4: Further Reviews

If the decision is confirmed, further reviews will occur at the discretion of the Management Team (typically every 15–30 working days). The individual may provide updated comments restricted to their conduct since the last review. The Management Team will confirm in writing whether the prohibition continues or is revoked.

7. Publication and Review

This policy is available on the Performia website and will be reviewed by the Management Team every year.