

## DEALING WITH ABUSIVE OR UNACCEPTABLE BEHAVIOUR POLICY

This policy sets out our approach in the (highly unlikely) event of student actions or behaviour which is considered unacceptable.

### In dealing with our clients we seek to:

1. be open, friendly, consistent, honest and fair
2. provide a prompt and responsive service, ensuring that communication is clear and understood
3. make it clear to our students what courses of action will be taken
4. ensure that we are accessible to listen to students at all times.

### Acceptable actions

1. we recognise that in times of stress or distress people act out of character
2. we do not view behaviour as unacceptable just because it is forceful or determined

### Definition of Aggressive or Abusive Behaviour

Violence is not restricted to acts of aggression that may result in physical harm. It also includes behaviour or language that may cause staff or other students to feel afraid, threatened or abused. Examples of behaviours grouped under this heading include threats, physical violence, personal verbal abuse, derogatory remarks and rudeness.

### Procedure for managing unacceptable actions

TIS is a school that has good students, and we have never had serious problems. However, for the protection of our customers, this is what will happen if a student keeps breaking the rules.

1. The student will be excluded from class as a result of persistent bad behaviour. This may just be for a 24-hour period and they may be set private work to do in a separate classroom. This will be agreed between School Directors, DOS and class teacher
2. *The student will be expelled if they are found to*
  - *have been aggressive or abusive*
  - *have abused drugs or alcohol*
  - *have committed a criminal act.*
3. *The School Director and the DOS will establish whether the actions warrant police intervention.*

This document is also available on the TIS website under FAQs

***Torquay International School Ltd***  
*study@tisenglish.co.uk www.tisenglish.co.uk*

*Registered Office as above, Registered in England 3389372  
Director: Judith Hands*