

CODE OF CONDUCT FOR EXTERNAL STAKEHOLDERS

Audience:	X-COLLEGE
Requirement:	ADDITIONAL
Policy Owner:	Assistant Principal – Quality and Student Experience
Review Delegation:	SLT
Review Cycle:	Every 3 years
Last Review:	April 2026
Due for Review:	April 2029

Code of Conduct for External Stakeholders

1.0 Statement of Principles

- 1.1 At South Hampshire College Group (SHCG) our actions are guided by our core values: aspiration, collaboration - we strive to build a community grounded in inclusiveness and respect. SHCG is dedicated to creating a safe, respectful, and welcoming environment for everyone.
- 1.2 We strive to:
- Collaborate with parents, carers, employers, agencies, and community groups to build a strong network that supports young people's education and wellbeing.
 - Foster a safe, inclusive environment where all members of our college community feel valued and respected, regardless of background or circumstance.
 - Consistently model respectful, professional behavior for students, apprentices, and stakeholders
- 1.3 To uphold this commitment, we have established clear behavioural expectations that apply to all members of the SHCG College Community – staff, learners and external stakeholders. Staff are required to follow the staff Code of Conduct, students adhere to our SHCG Charter, and this Code of Conduct is intended to outline the way SHCG expects external stakeholders to conduct themselves whilst engaging with the SHCG College community.

2.0 Scope

- 2.1 This code is applicable to any 'external stakeholder' e.g. parents, carers, guardians, extended family members, employers, professionals, visitors, contractors, and anyone else involved with the student or apprentice, whether through communication with the College Group or participation in College Group activities
- 2.2 This code is applicable to apply to any circumstance or engagement with the SHCG Community, whether in person, via email, or by telephone. It will also explain the measures that will be taken should any issues arise.

3.0 SHCG Expectation

It is expected that external stakeholders

- will communicate in a fair, reasonable and truthful manner
- will not engage in threatening or aggressive behaviours including shouting, abusive or offensive language, threatening to harm or the use of physical violence
- will not make defamatory or derogatory remarks in any form including via social media
- will not make unreasonable or excessively urgent demands (unless urgent safeguarding concerns exist)

4.0 Zero Tolerance policy

All SHCG staff have the right to work safely and protect themselves from harm or abuse. The following behaviours are considered serious and would result in a zero-tolerance approach;

- Physical and or non-verbal intimidation including blocking exits, aggressive body language or threatening gestures, including refusing to leave site when asked

- Abusive, offensive language including shouting or raising one's voice
- Possession of, or consumption of drugs or alcohol on the College premises (unless permitted at a specific event).
- The possession of a weapon or anything deemed to be offensive if used incorrectly.
- Harassment, stalking, or any repeated unwanted attention or contact. This would include persistent or repeated unwanted contact such as repeated emails, phone calls, or approaching staff outside working hours regarding ongoing concerns
- Any behaviour that makes a staff member feel unsafe or threatened: even if not explicitly listed.

5.0 Vexatious Behaviour

- 5.1 Vexatious behaviour refers to actions or communications that commonly involve repeated complaints or demands that are disproportionate, malicious, or intended to harass and inconvenience rather than to resolve a genuine issue.
- 5.2 SHCG policies are set in line with best practice and aim to resolve issues as quickly and as reasonably as possible. Vexatious behavior will not be tolerated. Where behaviour is considered to be vexatious e.g. Repeated emails and phone calls pertaining to a situation that is or has been dealt with (or is being dealt with) in line with college policy, SHCG reserves the right to cease contact.
- 5.3 SHCG reserve the right to conclude an investigation if efforts to communicate with, or obtain information from, involved parties are unsuccessful due to the inappropriate conduct or non-engagement of individuals involved.

6.0 Sanctions

If the College feels this Code of Conduct has been breached by either of the above zero tolerance or vexatious behaviours, it may take appropriate action as below;

- The individual's communication will end immediately, and they will be asked to leave, or the call will be disconnected. In an event of a need to terminate any conversation either face to face or via the telephone the staff member will acknowledge by wording not verbatim but to the effect: *"I am ending this conversation due to your language/manner, which has been rude/ aggressive/ accusatory/ or otherwise inappropriate. I will notify my line manager of this interaction, and a member of our team will follow up with you either by telephone or letter. Thank you."*
- The individual will receive written communication stating that they have received a warning for their behaviours.
- The individual will receive written communication stating that they are banned from a specific or all college premises, including the car park.
- Appropriate authorities may be contacted.
- SHCG will seek advice from our legal team regarding further action (in cases of conduct that may be libelous or slanderous).