

Behaviour Response Policy

Stage-by-stage response, owners, and records

How to use this. Start at Stage 1 and only move up if the behaviour continues. Each stage tells you **who owns it, what to do, and what to record**. The red panel below overrides the ladder — if it applies, go straight there.

OVERRIDE • APPLIES AT ANY STAGE

Same-day escalation

Do not work through the ladder. Act immediately.

TRIGGER

Racist, discriminatory, threatening or abusive behaviour.

OWNERS

Centre Manager

Safeguarding / Management Lead

ACTION

- 1 Escalate same day.
- 2 Record the incident.
- 3 Check staff and student welfare.
- 4 Inform parent/carer.
- 5 Agree next steps before the child's next session.

NO DELAY. NO EXCEPTIONS.

THE LADDER • MENTOR & CENTRE MANAGER

1

Low-level behaviour

MENTOR

TRIGGER Minor disruption.

ACTION Calm redirection, reminder of expectations, reasonable adjustment where appropriate.

RECORD No case log unless repeated or escalated.



2

Continued disruption

MENTOR

TRIGGER Behaviour continues to disrupt learning.

ACTION Record the issue in CRM and escalate to the Centre Manager **during the lesson**.

RECORD CRM note.



3

Centre Manager response

CENTRE MANAGER

TRIGGER Mentor escalation.

ACTION Respond promptly. Speak with the child separately. Check SEND, welfare, misunderstanding, fatigue or adjustment needs.



DECISION

Can the child safely rejoin?

Both outcomes are on page 2

4A

YES

Child remains in class

MENTOR

TRIGGER Safe to rejoin.**ACTION** Continue delivery.**RECORD** Behaviour and support action in post-session CRM feedback.

4B

NO

Child removed from class

CENTRE MANAGER

TRIGGER Cannot safely remain.**ACTION** Keep the child supervised. Record the removal and factual reason in CRM. Send the parent/carer a written message the same day.

WRITTEN MESSAGE REQUIRED

THE LADDER • CONTINUED

5

Serious / repeated conduct

CENTRE MANAGER

TRIGGER Serious behaviour, repeated disruption or discriminatory conduct.**ACTION** Open or update the behaviour case log. Discuss with the Mentor after the lesson. Agree parent follow-up, behaviour plan, adjustment plan, warning, or suspension/exclusion route.

6

Review & management decision

CENTRE MANAGER / MANAGEMENT

TRIGGER Monthly review, or a serious/repeated case.**PATTERNS** Look for patterns in disruption, safeguarding/welfare, SEND, staff support, and parent escalation.**DECISION** Management approves a behaviour plan, final warning, suspension, exclusion or other intervention.

NON-NEGOTIABLES

Always. Every case. No exceptions.

- ✓ Removed children remain supervised
- ✓ Records must be factual
- ! Discriminatory abuse = same-day escalation
- ✓ Parent/carer contact must be recorded
- ✓ Suspension or exclusion needs approved authority and an evidence route