



Striving together for excellence and enjoyment

Code of conduct for visitors

Policy updated: March 2024
Policy Review: March 2027

Signed (Headteacher)
Signed (Governor on behalf of Chair of Governors)

BACKGROUND AND PURPOSE

The school expects parents and other visitors to always behave in a reasonable way towards all members of the school community. This policy outlines the steps that will be taken where the behaviour displayed falls below the standard the school expects and will not be tolerated.

The school requires its teachers and other members of staff to behave professionally in all situations, attempting to defuse all situations wherever possible, and to seek the involvement of other members of staff as appropriate. However, all teachers and members of staff have the right to work without fear of harassment, violence, intimidation or abuse.

VISITORS CODE OF CONDUCT

In addition to following the guidance set out in our Home-School Agreements, we expect visitors to:

- understand that both teachers and parents/carers need to work together for the benefit of their children.
- demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour.
- seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue.
- approach the school to help resolve any issues of concern.
- avoid using staff as threats to admonish children's behaviour

PERMISSION TO ENTER AND BE ON THE SCHOOL'S PREMISES

Parents have "implied permission" to enter and be on the school's premises for reasons relating to their child / children's education. This means that parents are welcome to come to the school to drop off and collect their children, subject to any restrictions that may apply to vehicle access to the site, to speak to teachers and other members of staff about their children, or for meetings, parents' evenings and social events. Parents do not have a legal right to enter or be on the school's premises without a good reason.

In education law, the term "parent" includes the birth or adoptive parents of a child, as well as a non-parent with care of a child and a non-parent with parental responsibility of a child. For the purposes of this policy only, the term "parent" will also include non-parent who does not have care of or parental responsibility for a child, but who is involved in looking after a child on a regular basis for example;

- a childminder
- non-resident partner of a parent or relative who takes the child to or from school
- an adult involved with the care of the child in some other way
- a person whose emergency contact number we have been provided with

Other visitors also have “implied permission” to enter and be on the school’s premises if they have a reason, for example a courier or delivery person, or a member of the public attending the school’s office to make enquiries about something.

WITHDRAWAL OF PERMISSION TO ENTER AND BE ON THE SCHOOL’S PREMISES

The school has the right to withdraw the “implied permission” for a parent or visitor to enter or be on the school’s premises if their behaviour while they were previously on the school’s premises was unacceptable.

Where a parent has had their “implied permission” to enter and be on the school’s premises withdrawn, the school will make alternative arrangements for the parent’s children to be dropped off and collected from the school, and in relation to parents’ evenings and other meetings.

OTHER CRIMINAL OFFENCES

Unacceptable behaviour by a parent or visitor can also amount to several forms of criminal offence.

UNACCEPTABLE BEHAVIOURS

In order to support a peaceful and safe school environment the following behaviours are deemed to be unacceptable:

- Disruptive behaviour or disorderly conduct which interferes or threatens to interfere with the operation of a classroom, office or any other area of the school grounds.
- Using loud/or offensive language, shouting, swearing, cursing, using profane language, attempting to physically intimidate, use of aggressive hand gestures or displaying temper.
- Threatening to harm a member of school staff, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying school property.
- Sending abusive or threatening e-mails or text/voicemail/phone messages or other written communications.
- Defamation of the school or staff character on Facebook or other social networking sites.
- The use of physical aggression towards another adult or child.
- Approaching someone else’s child in order to discuss or chastise them because of their actions towards your own children.
- Smoking and consumption of alcohol or illegal drugs on school premises.
- Dogs being brought on to school premises with the exception of assistance dogs.

Procedures to be followed

If an incident arises, the member of staff will follow these procedures:

- Invite the visitor/member of the school community to a room away from a crowded area or classroom.
- Ask a second member of school staff, ideally the Headteacher or Assistant Head, for support.
- If necessary, ask the visitor/member of the school community to leave.
- In the unlikely event that the visitor/member of the school community is unwilling to leave when asked, the police will be contacted.

After the Incident

The Head will ask the people who witnessed the incident to make signed, dated witness reports in writing as soon as possible after the incident.

The following actions may be taken after an incident:

- Verbal Warning
- Written Warning
- Final Written Warning
- Exclusion from the school premises
- Further support from the police to enforce removal from the premises. If, following a decision to exclude a person from the school premises, that person persists in entering school premises, they may be removed by the police.

LA Role

If the incident is of a serious and/or violent nature, the Head and Local Authority may agree that correspondence should be sent directly from the LA.

Risk Assessment (linked to Health and Safety Policy)

A risk assessment has been prepared to protect staff by ensuring that:

- on home visits, two members of staff will attend together.
- individual consultations will take place in an area where staff may summon help if necessary. All parent consultations in October and February take place in the hall.
- two members of staff will see a parent together when it is thought that the consultation could be difficult.