VISITOR POLICY

NAMED PERSON:	Mr Andrew McGinnes

Last Review Date:	January 2026
Review Cycle:	2 Years
Next Review Date:	September 2028

Mr Andy Crossey **Chairman of Governing Body**
Signed: A.D. Crossey
Date: January 2026

Parents, Carers and Code of Conduct, including Behaviour in School Meetings Policy

This policy is for all stakeholders in the school. Staff should read this policy in conjunction with PERSONAL SAFETY AND THE PREVENTION AND MANAGEMENT OF VIOLENCE IN THE WORKPLACE (LONE WORKING POLICY) which supports practice which minimises the risks presented to staff in carrying out their daily duties.

PURPOSE AND SCOPE

The vast majority of parents, carers and other visitors to our school are supportive of the school, its teachers, other members of staff, its students, their parents and other visitors, and act in a reasonable way, ensuring that the school is a safe, orderly environment in which students can learn. Occasionally, however, a negative attitude is expressed in an aggressive, verbally abusive or physically abusive way towards these members of the school community which is unacceptable and will not be tolerated.

The school requires its teachers and other members of staff to behave professionally in these difficult situations, attempting to defuse the situation 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.

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.

Equally, during meetings conducted over the telephone or via virtual meetings (eg Zoom, Google Meet) staff, parents and carers are expected to act in a reasonable way. This policy outlines steps that will be taken where behaviour falls below the standards expected and will not be tolerated.

The types of behaviour which are unacceptable and will not be tolerated, in person, on the telephone or online are defined in Appendix 1 of PERSONAL SAFETY AND THE PREVENTION AND MANAGEMENT OF VIOLENCE IN THE WORKPLACE (LONE WORKING POLICY). In the context of our school, we have identified the following behaviours:

- Shouting;
- Using intimidating language or behaviour;
- Using threatening language or behaviour;
- Using abusive language or behaviour;
- Using insulting language or behaviour;
- Using aggressive or offensive hand gestures;
- Shaking or holding a fist towards another;
- Swearing;
- Pushing, shoving or jostling;
- Invading space, by standing close or leaning in;
- Hitting, slapping, punching or kicking;
- Spitting;
- Any other behaviour likely to cause anybody witnessing it (including the recipient) alarm, distress or to fear that violence may be used against them or others.

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

PERMISSION TO ENTER AND BE ON THE SCHOOL'S PREMISES

Please note that the school premises are defined as the areas inside the perimeter fencing (main site and sports fields), plus the car parks (including the grass car park next to the MUGA).

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 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 natural or adoptive parents of a student, as well as a non-parent with care of a student and a non-parent with parental responsibility of a student. For the purposes of this policy only, the term "parent" will also include a non-parent who does not have care of or parental responsibility for a student, but who is involved in looking after a student on a regular basis (for example, a childminder, non-resident partner of a parent or relative who takes the student to or from school, is involved with the care of the student in some other way, or 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. Members of the public without a good reason for entering or being on the school premises are trespassing.

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. The withdrawal of the "implied permission" will be effective as soon as the parent or other visitor has been told that they must leave and are prohibited from returning, and will be confirmed in writing by recorded delivery if the home address is known. The full procedure that the school will follow is outlined in further detail below.

Once the "implied permission" has been withdrawn, the school will ask the police to remove the parent or visitor if they appear on the school's premises. If the parent or visitor causes a nuisance or disturbance while they are on the school's premises, they may also be prosecuted in the criminal courts under Section 547 of the Education Act 1996, be liable to pay a fine and have a criminal conviction recorded against them.

Where a parent has had their "implied permission" to enter and be on the school's premises withdrawn, the school will, in appropriate cases, 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

In addition to the criminal offence under Section 547 of the Education Act 1996 outlined above, unacceptable behaviour by a parent or visitor can also amount to several other forms of criminal offence.

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.
- Correct their own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Approach the school to help resolve any issues of concern.
- Avoid using staff as threats to admonish children's behaviour.

TYPES OF UNACCEPTABLE BEHAVIOUR

In order to support a peaceful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following:

- 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. This includes physical punishment against your own child on school premises.
- 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.

We thank our visitors for observing this.

However, in a very small minority of cases, the behaviour of a few parents can cause disruption, resulting in abusive or aggressive behaviour towards staff, other parents or visitors.

This will not be tolerated. All members of the school community have a right to expect that their school is a safe place.

If the parent's behaviour is unreasonable, permission for them to be on the school premises may be withdrawn and they will become a trespasser.

RISK ASSESSMENTS

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

- On home visits or parents evenings, teachers and support staff will attend together.
- That individual consultations will take place in an area where staff may summon help if necessary.
- It is common practice that for educational reasons two school staff will often be present in school meetings. However, we will always ensure that two members of staff will see a parent together when it is thought that the consultation could be difficult.

PROCEDURES

If an incident arises, in person, on the telephone or online, the member of staff should follow these procedures:

- Make attempts to de-escalate the situation.
- Reiterating the purpose of the meeting and the ultimate goal of supporting the child.
- Be clear that the conduct is not in line with expectations, and the meeting will be terminated unless it ceases.
- Being clear that behaviour being presented is defined in this policy as unacceptable and you are required in school policy to terminate meetings where this is the case
- Ask the Senior Leadership Team (Head, Deputy Head, Assistant Head) for support. For example where you would prefer a colleague present before continuing the meeting, or support in asking a parent to leave the school premises
- In the event of violence or aggression face to face, contact the police using 999. We will always report actual aggression or violence as a crime

AFTER THE INCIDENT

The Head will

- Ask the people who witnessed the incident to make witness reports in writing as soon as possible after the incident. (See attached Incident Report Form). Reports must be signed and dated.
- Make it clear that the reports may be disclosed to the perpetrator and the witness should say whether or not they are prepared for this to happen.
- Consider whether the person should be banned or given a warning letter.
- The Head will discuss this with the Chair of Governors and keep her/him informed.

If a letter is thought appropriate, a letter will be sent to him or her.

If a ban is appropriate, the Head Teacher will give the parent an opportunity to make representations about this before finalising the ban. If the Head Teacher considers it unwise to allow the parent back on the premises at this time, s/he will impose a temporary ban for a week, to give the parent an opportunity to make representations in writing. As soon as this happens, the Head will write to the parent informing him/her of the decision to extend the ban or not to renew it after the initial week has elapsed.

If a ban is renewed after the initial week, the Head will impose any further ban for a fixed period of time and explain that she will review the ban at the end of that period.

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. In such circumstances the Head will contact the Education Helpline Coordinator and the procedures followed as stated in the last section.

POLICE ASSISTANCE

In the event of a parent (or other person) becoming aggressive or violent, schools **should not hesitate to contact the police using 999.** When the situation does not require immediate Police response, but there is prior knowledge of likely trouble, the Head Teacher may contact the local Police Station or the school's Police Liaison Officer for advice.

STEPS TO BE TAKEN FOLLOWING AN INCIDENT

STEP 1: VERBAL WARNING

The headteacher (or member of SLT) will speak to the person or persons perpetrating such an incident, privately. It will be put to them that such behaviour is unacceptable and an assurance will be sought that such an incident will not be repeated. It will be stressed on this occasion that repetition of such an incident will result in further more serious action being taken. If the headteacher has been subject to abuse this will be done by the Chair of Governors (or another appointed governor).

STEP 2: WRITTEN WARNING

If a second incident occurs involving the same person or persons, the headteacher will write to the adult(s) informing them once again that this conduct is unacceptable. As for Step 1, if the headteacher has been subject to abuse this will be done by the Chair or Governors or other appointed governor.

NB: Any incidents of violent conduct would immediately proceed to step 5. At any stage, the school may report serious incidents of abusive and threatening behaviour to the Local Authority. The school has a statutory responsibility to report any racist or discriminatory incidents to the Local Authority (See Equality Policy). Any act of actual or threatened violence will be referred to the police immediately..

STEP 3: FINAL WRITTEN WARNING

If a third incident occurs involving the same person or persons, the Chair of Governors or other appointed independent governor, will write to the adult(s) giving a final warning that this abusive and threatening behaviour is unacceptable, and that a repetition of this conduct will leave the governors no option but to take further action.

STEP 4: EXCLUSION FROM SCHOOL PREMISES

If such an incident recurs or if an initial incident is considered serious enough, the Chair of Governors (or other appointed governor) would enforce an exclusion from school premises.

STEP 5: REMOVAL BY POLICE

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 as a trespasser under Section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986.

All parents, even if excluded from school premises, are not excluded from the rights to access to school and have a right to seek an appointment to speak to school staff about their child's educational progress.