



Visitor Code of Conduct & Procedure

Reviewed: January 2024

Next Review: September 2025

Visitor – Code of Conduct

Goldsmith is a welcoming, supportive and inclusive school and it is important all members of the school community work together. We are proud of our good reputation and we depend on a positive working relationship with the entire school community to help us maintain and improve children's learning.

We also believe in adults modelling positive behaviour so that the children see adults as role models and they see how they should behave and develop respect and tolerance towards other people

The code of conduct for visitors to school is that of mutual respect for school staff and children to all visitors. Included in this is respect for school property, other visitors and children.

The school expects parents and carers to respect the caring and supportive ethos of the school

- That adults set a good example to children at all times, showing them how to get along with all members of school and the wider community
- That no members of staff, parents or children are the victims of abusive behaviour or open to threats from other adults on the school premises
- Physical attacks and threatening behaviour, abusive or insulting language verbal or written, to staff, governors, parents and carers, children and other users of the school premises will not be tolerated and will result in the withdrawal of permission to be on the school premises.
- Any parent who is asked to leave the school premises has the right to appeal the decision by writing to the LAB/Windsor Academy Trust

In order to support a peaceful and safe school environment the school does not tolerate:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, office or other area of school grounds
- Loud or offensive language, swearing, cursing or displaying temper
- Threatening to do actual bodily harm to a member of school staff, Local Advisory Board member/member of the Windsor Academy Trust, visitor, parent/carer or pupil
- Damaging or destroying school property
- Sending abusive or threatening emails, text/voicemail/phone messages or other written communication
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff at the school on facebook or other social media sites
- The use of physical aggression towards another adult or child. This includes physically punishing your own child on school premises
... the school does not tolerate... the use of physical aggression towards another adult or child
- Chastising someone else's child
- Smoking, or consuming alcohol or drugs whilst on school property
- Bringing dogs on to school premises

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 deemed as unreasonable, permission for them to be on the school premises will be withdrawn under section 547 of the Education Act 1996. If a parent does not comply with the instruction they will be arranged to be removed from the premises and potentially fined. If convicted under this section the parent will be liable to a fine up to £500 and they will become a trespasser.

Procedures

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

- Ask the person to leave or invite them to a room away from a crowded area or classroom.
- Ask the Head (or Deputy) for support.
- In the event of violence or aggression, contact the police using 999.

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 Windsor Academy Trust 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.

INCIDENT REPORT FORM

This includes trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to personal property.

This form should be completed as fully as possible (please use a continuation sheet if necessary). For an incident involving or witnessed by a child, a member of staff should complete the form on their behalf. However, any discussion between one witness and another should not precede completion of the form, as this might lead to allegations of collusion.

Date of incident

Day of week

Time

1. Member of staff reporting incident

Name

2. Personal details of person assaulted/verbally abused (if appropriate)

Name

3. Details of trespasser/assailant(s) (if known)

4. Witness(es) if any

Name

Address

Age (approx)

Sex

Other information

Relationship between member of staff/pupil and trespasser/assailant, if any.

5. Details of incident

a) **Type of incident** (eg if trespass, was the trespasser causing a nuisance or disturbance and how; if assault, give details of any injury suffered, treatment received etc).....

b) **Location of incident** (attach sketch if appropriate).

- c) **Other details:** describe incident, including, where relevant, events leading up to it; relevant details of trespasser/assailant not given above; if a weapon was involved, who else was present?
6. **Outcome:** (eg Whether police called; whether trespasser was removed from premises under section 547; whether parents contacted; what happened after the incident; any legal action?).
7. **Other information (to be completed as appropriate)**
- a) Possible contributory factors.
 - b) Is trespasser/assailant known to have been involved in any previous incidents YES/NO?
 - c) Give date and brief details of (b) if known.
 - d) Had any measures been taken to try to prevent an incident of this type occurring? If so, what? Could they be improved?
 - e) If no measures had been taken beforehand, could action now be taken? If so, what?
 - f) Name and contact details of police officer involved, and incident number or crime reference number, as appropriate.
 - g) Any other relevant information.

Signed
Date

Model Letter 1 – warning letter from Head Teacher

Dear

Re: Your conduct on school premises on (insert date)

Goldsmith is a welcoming, supportive and inclusive school and it is important all members of the school community work together. We are proud of our good reputation and we depend on the positive working relationship with the entire school community to help us maintain and improve children's learning.

We also believe in adults modelling positive behaviour so that the children see adults as role models and they see how they should behave and develop respect and tolerance towards other people.

I received a report about your conduct at school on (insert relevant day) when you (insert details of the incident).

Unacceptable behaviour of any kind towards staff, children and parents is extremely upsetting and not tolerated. I must inform you that Goldsmith will not tolerate conduct of this nature on its premises and will act to protect its staff, children and parents. (Ref code of conduct and how to resolve any safeguarding issues in future)

If the Head Teacher did not witness the incident the following text maybe used

: I have considered the witness accounts of the incident, (if relevant: including your own), and it would appear (insert details of incident).

Your behaviour falls short of the standard of conduct expected of those visiting the school. I must therefore warn you that if you are involved in a similar incident again, you will leave me with no alternative other than to remove your permission to enter the school grounds and buildings. If you do not comply with that instruction, I will be able to to arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of £500.

I do hope that this will not be necessary and that I can rely on your cooperation in this matter.

Yours sincerely

Head Teacher

Model Letter 2 – Ban from school premises for one week (or so) whilst obtaining the parent's account and views from Head Teacher

Dear

Your conduct on school premises on (insert date)

Goldsmith is a welcoming, supportive and inclusive school and it is important all members of the school community work together. We are proud of our good reputation and we depend on the positive working relationship with the entire school community to help us maintain and improve children's learning.

We also believe in adults modelling positive behaviour so that the children see adults as role models and they see how they should behave and develop respect and tolerance towards other people.

I received a report about your conduct at school on (insert relevant day) when you (insert details of the incident).

Unacceptable behaviour of any kind towards staff, children and parents is extremely upsetting and not tolerated. I must inform you that Goldsmith will not tolerate conduct of this nature on its premises and will act to protect its staff, children and parents.

If the Head Teacher did not witness the incident the following text maybe used

: I have considered the witness accounts of the incident, (if relevant: including your own), and it would appear (insert details of incident).

Your behaviour falls short of the standard of conduct expected of those visiting the school. *(Omit if this is a first incident – As you will remember, I have previously warned you about your behaviour when I wrote to you on (date)).* I have considered the matter very carefully and have decided that you leave me with no alternative other than to remove your permission to enter the school grounds and buildings from now until (insert date). If you do not comply with that instruction, you will be guilty of causing a nuisance and disturbance and you will be able to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If you were to commit this offence, you would be liable to prosecution in the magistrates' court. If you were to be convicted, you would be liable to a fine of £500 and a criminal.

Before I make a final decision you may, if you wish, write to me to give me any further information you want me to take into consideration. You have until (insert date) to write to me.

You will not be allowed to come onto the school site unless you have a letter from me giving you authorisation.

I regret that I have had to take this action and hope that I can rely on your cooperation.

Yours sincerely

Head Teacher

Model Letter 3 – Ban from school premises for specified period from Head Teacher

Dear

Your conduct on school premises (insert date)

Goldsmith is a welcoming, supportive and inclusive school and it is important all members of the school community work together. We are proud of our good reputation and we depend on the positive working relationship with the entire school community to help us maintain and improve children's learning.

We also believe in adults modelling positive behaviour so that the children see adults as role models and they see how they should behave and develop respect and tolerance towards other people.

I received a report about your conduct at school on (insert relevant day) when you (insert details of the incident).

Unacceptable behaviour of any kind towards staff, children and parents is extremely upsetting and not tolerated. I must inform you that Goldsmith will not tolerate conduct of this nature on its premises and will act to protect its staff, children and parents.

If the Head Teacher did not witness the incident the following text maybe used

: I have considered the witness accounts of the incident, (if relevant: including your own), and it would appear (insert details of incident).

Your behaviour falls short of the standard of conduct expected of those visiting the school. *(Omit if this is a first incident – As you will remember, I have previously warned you about your behaviour when I wrote to you on (date)).* I have considered the matter very carefully and have decided that you leave me with no alternative other than to remove your permission to enter the school grounds and buildings from now until (insert date). If you do not comply with that instruction, you will be guilty of causing a nuisance and disturbance and you will be able to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If you were to commit this offence, you would be liable to prosecution in the magistrates' court. If you were to be convicted, you would be liable to a fine of £500 and a criminal.

You will not be allowed to come onto the school site unless you have a letter from me giving you authorisation.

I regret that I have had to take this action and hope that I can rely on your cooperation.

Yours sincerely

Head Teacher

Model Letter 4 – Unban from school premises from Head Teacher

Dear

Your conduct on school premises on (insert date)

On (insert date) I wrote to you informing you that I had temporarily withdrawn permission for you to come onto the school premises. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to let me have your written comments on this incident by (insert date).

I have not received a written response from you/I have now received a letter from you dated (insert date), the contents of which I have noted. *(delete either sentence as appropriate).*

(However) in the circumstances, *(insert detail)* I have decided to restore to you the permission to come onto the school premises, with immediate effect.

Nevertheless I remain very concerned at the incident which occurred on *(insert date)*, and I must warn you that if there is any repetition of your behaviour on that occasion, I shall not hesitate to withdraw permission for you to come onto the premises again.

Yours sincerely

Head Teacher

Model Letter 5 – Code of conduct information letter

Goldsmith Primary Academy Visitors' Code of Conduct

Goldsmith is a welcoming, supportive and inclusive school and it is important all members of the school community work together. We are proud of our good reputation and we depend on the positive working relationship with the entire school community to help us maintain and improve children's learning.

We also believe in adults modelling positive behaviour so that the children see adults as role models and they see how they should behave and develop respect and tolerance towards other people

The code of conduct for visitors to school is that of mutual respect for school staff and children to all visitors. Included in this is respect for school property, other visitors and children.

The school expects parents and carers to respect the caring and supportive ethos of the school

- That adults set a good example to children at all times, showing them how to get along with all members of school and the wider community
- That no members of staff, parents or children are the victims of abusive behaviour or open to threats from other adults on the school premises
- Physical attacks and threatening behaviour, abusive or insulting language verbal or written, to staff, governors, parents and carers, children and other users of the school premises will not be tolerated and will result in the withdrawal of permission to be on the school premises.
- Any parent who is asked to leave the school premises has the right to appeal the decision by writing to the chair of governors

In order to support a peaceful and safe school environment the school does not tolerate:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, office or other area of school grounds
 - Loud or offensive language, swearing, cursing or displaying temper
 - Threatening to do actual bodily harm to a member of school staff, governor, visitor, parent/carer or pupil
 - Damaging or destroying school property
 - Sending abusive or threatening emails, text/voicemail/phone messages or other written communication
 - Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff at the school on facebook or other social media sites
 - The use of physical aggression towards another adult or child. This includes physically punishing your own child on school premises
- ... the school does not tolerate... the use of physical aggression towards another adult or child

- Chastising someone else's child
- Smoking, or consuming alcohol or drugs whilst on school property
- Bringing dogs on to school premises

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 deemed as unreasonable, permission for them to be on the school premises will be withdrawn under section 547 of the Education Act 1996. If a parent does not comply with the instruction they will be arranged to be removed from the premises and potentially fined. If convicted under this section the parent will be liable to a fine up to £500 and they will become a trespasser.