

Learning is fun at

## Park Hill Infants' School



# VISITOR CODE OF CONDUCT POLICY

**January 2026**

**VERSION 2.1**

**Review date: January 2029**

Honesty

Respect

Courage

Kindness

Positivity

"All Different, All Equal, All Achieving"

## Version Control

Date	Version	Status / Comments / Description
March 2022	1.0	Original Revised Policy (Replacing previous policy approved 16/11/2020)
July 2022		Ratified at FGB Meeting 11/07/22. Staff notified of new policy and uploaded to website.
May 2025	2.0	Policy reviewed and amended by S. Croucher and N. Parry.
July 2025		Ratified at Full Governing Board meeting on 07/07/2025.
January 2026	2.1	Section added regarding recordings of staff to page 3 by S. Croucher. Approved by Senior Leadership Team. Noted as approved by Governing Board by email 26/01/2026.

## Equalities Statement

At Park Hill Infant School, we continue to teach our children about what it means to be strong, positive and productive members of society. We have always taught our pupils about equality and this remains an important part of our curriculum. We ensure that we always celebrate diversity, promote equality, demonstrate respect and stand together to challenge all forms of discriminatory language and behaviour.

We recognise that education is a vital tool for powerful, permanent and informative change. Our continuously evolving curriculum demonstrates our determination to use education to tackle issues of racism, homophobia and inequality. We strive to ensure our curriculum and supporting resources reflect values of inclusivity, diversity, equality and belonging. We do this by planning to meet the needs of all genders, of children with special educational needs, of children who are more-able, gifted and talented, of children with disabilities, of children from all socio-economic backgrounds, children from different ethnic groups, religion and cultural backgrounds, and of those from diverse linguistic backgrounds.

## Introduction

We encourage positive partnerships with our whole school community, and work hard to maintain mutual respect and recognition of shared responsibility for our pupils.

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

## **The school expects parents / carers to respect the ethos of our school by:**

- Respecting the ethos of our school – ‘All Different, All Equal, All Achieving’;
- Understanding that parents and teachers need to work together for the benefit of children;
- Demonstrating in their own behaviour that all members of the school community should be treated equally and with respect;
- Seeking to clarify a child’s version of events with the school’s view in order to bring about a peaceful solution to any issue;
- Reinforcing and modelling the school’s 5 values – Kindness, Respect, Honesty, Positivity and Courage with their children;
- Approaching school staff to help resolve issues;
- Avoiding using staff as threats to encourage positive behaviour outside of school.

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

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- 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 our whole school community;
- 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 social media sites, (Facebook, Instagram, Twitter etc.), or other community forums (Net.mums, WhatsApp etc.);
- The use of physical aggression / intimidation towards another adult or child;
- Reprimanding someone else's child;
- Deliberate intimidation of other children, visitors or staff;
- Smoking – including E-Cigarettes/ vapes, or consuming alcohol or drugs whilst on school site;
- Bringing dogs on to school premises.
- Recording of staff members—whether audio, video, or photographic without the explicit consent of the staff member(s) involved and after consultation with the Headteacher. This applies in all circumstances without exception. No recordings of staff will be made or used as part of any complaint or investigation unless **prior, informed consent** has been obtained from the staff member(s) being recorded. Consent will be recorded in any minutes taken.

**We thank our visitors for adhering to this policy.**

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, children, other parents or visitors.

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

Schools are not public buildings. To safeguard children, visitors are permitted onto the premises by permission only and the appropriate visitors onto the premises must be regulated by the school. Parents and visitors are invited onto school premises unless their conduct requires that permission is withdrawn by the Headteacher.

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

**Risk Assessment**

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

- On home visits there will be two members of school staff present;
- That individual consultations will take place in an area where staff may summon help if necessary;
- Two members of staff will attend parents meetings together outside of the usual child progress meetings.

**Procedures**

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

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- Ask the person to leave or invite them to a room away from a crowded area or classroom;
- Ask a member of the Headship Team for support;
- In the event of violence / aggression / confrontation / intimidating behaviour, contact the police using 999.

### **After the Incident**

A member of the Headship Team will:

- Ask the people who witnessed the incident to record their version of events on CPOMS. (Visitors will email their account to the Headship Team and it will be added to CPOMS);
- Make it clear that their record of the incident 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 / given a warning letter. (Sample letters from the appendices may be used);
- A member of the Headship Team will discuss any bans with the Chair of Governors and keep them informed;
- Any ban will be followed up in writing to confirm the duration and terms of the ban and also to make provision for collection and drop of the child to minimise any discomfort or upset to the pupils at Park Hill Infant School;
- If a ban is appropriate, the school will give the parent an opportunity to make representations about this before finalising the ban. If the school considers it unwise to allow the parent back on the premises at this time, they 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 school will write to the parent informing them 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 school will impose any further ban for a fixed period of time and explain that they will review the ban at the end of that period.

### **LA Role**

If the incident is of a serious and/or violent nature, the school and Local Authority may agree that correspondence should be sent directly from the LA. In such circumstances the school will contact the Director of Education, Shelley Davies, and the procedures followed as stated in the last section.

### **Police Assistance**

In the event of a parent (or other person) becoming aggressive / violent / intimidating, 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 school may contact the local Police Station or call 101 for advice.

Should a person infringe their withdrawal of permission, they will be treated as a trespasser and the police will be called.

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This policy will be reviewed every three years or sooner if the need arises. At every review, it will be approved by the Senior Leadership Team.

Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

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**APPENDIX 1 - Temporary ban**

Dear \_\_\_\_\_,

**Incident on school premises on \_\_\_\_\_**

We refer to the incident that took place on school premises \_\_\_\_\_ when \_\_\_\_\_ was observed shouting aggressively and in an intimidating manner towards members of staff, parents and children, whilst on school grounds.

A review of the incident has been undertaken and all relevant witness accounts of the incident are ongoing. As you will remember, we have previously warned you about your disruptive behaviour on \_\_\_\_\_.

As we have a duty of care, the safety of all members of staff, pupils and parents whilst they are on school grounds is of high importance to us, therefore we have taken this incident very seriously.

\_\_\_\_\_ behaviour falls short of the standard of conduct expected of those visiting the school. Having considered the matter very carefully, we have decided that \_\_\_\_\_ will not be allowed on to the school premises from now until \_\_\_\_\_. During this time, the matter will be held under review prior to a final decision being made about this.

Before a final decision is made, you may wish to write to us before \_\_\_\_\_ to provide any further information that we may need to take into consideration.

If \_\_\_\_\_ does not comply with this ban, they / you may be guilty of causing a nuisance or disturbance on educational premises. This is a criminal offence under Section 547 of the Education Act 1996. If found liable, \_\_\_\_\_ may be prosecuted in the magistrates' court and, if convicted, this may lead to a fine and a criminal conviction.

We regret that we have had to take this action but hope that we can rely on your cooperation as a parent to continue to keep the school a safe environment for all.

Lastly, please share the contents of this letter with \_\_\_\_\_, so that he is/ they are aware of the actions that the school has taken in this matter.

Yours sincerely,

*Headteacher*

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**APPENDIX 2- Final ban**

Dear

**Your conduct on school premises (insert date)**

I refer to the incident that took place on school premises on (insert relevant day) when you (insert details of the incident). In my letter dated (insert date), I referred to my intention to ban you from the premises and I invited you to make representations to me about this.

I have considered the witness accounts of the incident, and the points you have made to me and I have decided to proceed with the ban for a period of (insert number of weeks or an indefinite period), until (insert date), after which the ban will be reviewed by the Chair of Governors and myself.

I will write to you again when this review is going to take place so that you may make written representations, which we will take into account. When we have made our decision, I shall write to you to inform you of it together with our reasons.

If you need to speak to me or a member of staff about any matter, please telephone and I will make the necessary arrangements and confirm them to you in writing. You will not be allowed to come onto the school site unless you have a letter from me giving you authorisation.

If you do not comply with this ban, you will be guilty of causing a nuisance or disturbance on educational premises. This is a criminal offence 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 and a criminal conviction.

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

Yours sincerely

*Headteacher*

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**APPENDIX 3 - 'Unban' from school premises**

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

*Headteacher*

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