



## CODE OF CONDUCT FOR PARENTS AND VISITORS TO SCHOOL

Signed	<i>V. Garrett</i>
Role	Chair of Governors
Date	2 July 2020

Approved by (Committee)	FGB
Date approved	2 July 2020
Review frequency	2 yearly/in conjunction with the Behaviour policy review
Date of next review	July 2022



*This is a new policy that the Governing Body has adopted on the advice of the Head teacher and SLT (in 2020) and it is worth noting that the school has never had to take the most extreme measures set out in the policy as yet.*

## **Introduction**

**All members of our school community are entitled to be able to work, study or visit without fear of verbal or physical assault. It is the purpose of this policy to promote and support this entitlement and provide guidance to all school stakeholders as to how this might occur. This policy works within the school's behaviour guidelines of; respect, ready, safe and highlights that there are no exceptions to these.**

## **Underlying Principles**

- The relationships between parents/visitors and the staff at Northwood Primary School are greatly valued and parents and visitors are always welcome to come into school to discuss matters of concern with members of staff.
  - All meetings held in school are by mutual consent.
  - All meetings will take place in an atmosphere of mutual respect and trust.
  - School staff and parents/visitors will act reasonably and responsibly in dealing with issues of concern.
  - Parents with concerns/complaints about pupils other than their own should not deal with the pupil in question but should address their concerns to a member of school staff.
  - All parties will work together to resolve difficulties, even when they relate to matters of a personal nature.
  - Parents should allow the school a reasonable period of time to investigate complaints/ concerns, in compliance with the school's complaints procedures.
- Acts of an intimidating or threatening nature will not be tolerated.**
- Offensive or abusive language will not be tolerated.**
- The school will not tolerate the use of mobile phones, the email system, or social media for inappropriate activities such as citing confidential information about other employees, the school or its customers or suppliers.

## **Policy**

The above principles will be recognised and put into practice in contacts between school and parents. Northwood Primary operates a Zero Tolerance Policy towards breaches of the above principles. While school is in session, entry for visitors is restricted to a single point, the office door. The outside door is kept locked and visitors should ring the entry bell to gain admittance. Visitors are monitored and are

always escorted while on the premises. Hosts are responsible for visitors during their stay.

If a visitor enters the premises and refuses to leave, this behaviour may give rise to a criminal offence. Staff will request the person to leave the premises but should not place themselves in a position of risk. If violence is threatened, if there is a breach of the peace or a likelihood of this, the police will be informed by an emergency call.

Meetings with parents or visitors will be through an appointment system for general enquires, support and advice. However it is recognised that emergency meetings may need to be convened at short notice and in this case all parties will endeavour to meet at the earliest opportunity. Where parents or visitors do not conduct themselves in an appropriate manner during meetings or discussions the meeting should be terminated and the parent/visitor asked to leave the premises. Where conduct has been such as to warrant it, the police will be informed. The school will instigate proceedings (through the Legal Services Department) to ban persons acting in such a manner from the school premises. A record will be maintained in school of all incidents involving intimidating or threatening behaviour towards staff.