



Visitor's code of conduct

Statement of principles

The Local Governing Body of St Mary's Catholic Primary School encourages close links with parents and the community. It believes that pupils benefit when the relationship between home and school is a positive one. The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. For these reasons we continually encourage parents and carers to participate fully in the life of the school.

We expect parents, carers and other visitors to behave in a reasonable way towards members of school staff. Parents, carers and visitors are reminded:

- To respect the ethos and values of the school.
- To approach school staff for help to resolve an issue in an appropriate manner.
- That all members of the school community are treated with respect using appropriate language and behaviour.
- To correct their child's actions especially where it could lead to conflict, aggressive or unsafe behaviour on school premises.
- To speak to the head teacher about any problems involving another child towards their child, rather than to approach someone else's child directly to discuss or to chastise.

However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal and or physical abuse towards members of school staff or the wider school community. This policy outlines the steps that will be taken where conduct is unacceptable.

Types of behaviour that are considered serious and unacceptable conduct and will not be tolerated are:

- shouting or swearing at members of the school staff, either in person or over the telephone;
- physically intimidating a member of staff, e.g. standing very close to her/him;
- threatening, in any way, a member of school staff, visitor, fellow parent/carer or pupil;
- damaging or destroying school property;
- sending abusive or threatening emails or text/voicemail/ phone messages or other written communications to anyone in the school community;
- the use of social media websites to fuel complaints and campaigns against the school;
- approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child (such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- smoking, taking illegal drugs or the consumption of alcohol on school premises (alcohol may only be consumed during authorised events)
- hitting, e.g. slapping, punching, pushing, kicking anyone
- deliberately spitting at somebody;
- breaching the school's security procedures.

This is not an exhaustive list but seeks to provide illustrations of such behaviour. The governing body expects and requires members of staff to behave professionally in dealing with these difficult situations and to attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self-defence.

Unacceptable behaviour will result in the governing body and, if appropriate, the police being informed of the incident.

Procedure to be followed

If a parent/carer behaves in an unacceptable way towards a member of the school community, the head teacher or appropriate senior staff will seek to resolve the situation through discussion and mediation with all involved. If necessary, the school's complaints procedures will be followed. Where all procedures have been exhausted, and aggression or intimidation continue, or where there has been an extreme act of violence, a parent or carer may be banned by the head teacher from the school premises for a period of time, subject to review. Following an incident involving unacceptable behaviour, the member(s) of staff will be supported by the Head teacher/ Chair of Governors as appropriate. For an extreme act of violence the Governing Body will support and encourage the member of staff involved to seek a prosecution. All incidents will be treated as a health and safety issue.

In imposing a ban the following steps will be taken:

1. The parent, carer or visitor will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that police involvement or an injunction application may follow.
2. Where an assault has led to a ban, a statement will be issued indicating that the matter has been reported to the Local Governing Body, Plymouth CAST and to the police.
3. The Chair of the Local Governing Body and Plymouth CAST will be informed of the ban.
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

Conclusion

The Local Governing Body or Plymouth CAST itself may take action where behaviour is unacceptable or there are serious breaches of our home-school code of conduct or health and safety legislation.

In implementing this policy, the school will, as appropriate, seek advice from health and safety and legal professionals, to ensure fairness and consistency.

This Policy will be reviewed at least every three years.

SignedDate
Chair of Governing Body