

St Laurence Church Infant School

Acceptable Conduct of Visitors Policy



Approved by: Whole Governing Board
Last revised on: May 2025
Next review due by: May 2028

At St Laurence Church Infant School, we believe that staff, governors, children and families are entitled to a safe and protective environment in which to work, learn and visit.

The headteacher and staff deal with many interactions, including specific complaints as part of their day-to-day management of the school. The majority of time, parents or other visitors to our school remain calm, courteous and respectful in their conduct and concerns are raised in accordance with the School's Complaints Procedure.

However, there are rare occasions when the conduct of parents or other visitors is unreasonable in manner. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims and Christian ethos of the school. The consequence of this behaviour is a negative impact on the day-to-day running of the school and directly or indirectly on the children and the wider school community.

In these exceptional circumstances the school may take action in accordance with this policy.

The purpose of the Acceptable Conduct Policy is to provide a reminder to all parents, carers and visitors to our school about how they should behave. This is so we can continue to work together in an atmosphere of mutual respect and understanding.

At St Laurence Church Infant School we expect parents, carers and other visitors to:

- Respect the caring ethos of the school.
- Understand that parents and teachers need to work together for the benefit of the pupils.
- Demonstrate in their own behaviour that all members of the school community should be treated with respect.
- 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.
- Follow the published complaints procedure when raising a complaint.
- Avoid or abstain from conduct that might bring the school into disrepute
- Correct their own child's behaviour, especially where it could lead to conflict
- Approach school staff to help resolve issues of concern, avoid using staff as threats to admonish children's behaviour

In order to support a peaceful and safe school environment St Laurence Church Infant School does not tolerate:

- Use of raised voices or offensive language
- Disruptive behaviour which interferes or threatens to interfere with the operation the school
- The use of physical aggression towards another adult or child. This includes physical punishment of a visitors' own child on school premises
- The threat of physical aggression whether inside or outside school premises
- 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 or governors on social media sites
- Complaints which are pursued in a manner which can be perceived as intimidating and oppressive by the recipient. This could include situations where persistent demands and

criticisms, whilst not particularly taxing or serious when viewed in isolation, have a cumulative effect over time of undermining confidence, well-being and health.

- Smoking, consuming alcohol or drugs on, or bringing dogs onto school property

Actions taken by the school

Should any of the above behaviour occur on the school premises or in relation to school, the St Laurence Church Infant School will follow this procedure

1. In the first instance the school will verbally inform the person in violation of acceptable conduct that his / her behaviour is considered to be becoming unreasonable / unacceptable and, if it is not modified, action may be taken in accordance with this policy.
2. If the behaviour continues, a reminder will be confirmed in writing.
3. If the behaviour is not modified the school will take some or all of the following actions as necessary, having regard to the nature of the person in violation of acceptable conduct's behaviour and the effect of this on the school community:
 - a) Inform the person in violation of acceptable conduct in writing that his/her behaviour is now considered by the school to be unreasonable/unacceptable and, therefore, to fall under the terms of this policy;
 - b) Inform the person in violation of acceptable conduct that all meetings with a member of staff will be conducted with a second person present and that notes of meetings may be taken in the interests of all parties.
 - c) Inform the person in violation of acceptable conduct that, except in emergencies, all routine communication with the person in violation of acceptable conduct to the school should be by letter only;
 - d) Warning the person in violation of acceptable conduct about being banned from the school site; or proceed straight to a temporary or permanent ban;
 - e) Consider use of a third party appointed by the governing board for all communication with the person in violation of acceptable conduct
 - f) Contact appropriate authorities for example the police
 - g) Consider taking advice from the LA on pursuing a case under Anti-Harassment legislation;
4. The School will review as appropriate, and at a minimum once in a school year, any sanctions applied in the context of this policy.