



**CATALYST**  
ACADEMIES TRUST

# Visitor Conduct Policy

**Approved by:** Catalyst Academies Trust

**Last reviewed:** July 2025

## 1. **STATEMENT OF INTENT**

The school encourages close links with parents/carers and the community. We believe that students benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others who are involved with the school are keen to work with us and are supportive of the school.

The purpose of this policy is to provide a reminder to parents/carers and visitors to our school about expected conduct so that we can work together to ensure a safe and positive school environment for our children and staff. This policy will also explain the measures that will be taken when issues arise.

## 2. **GUIDANCE**

As well as following the guidance set out in our Home-School Agreement, we expect parents, carers and visitors to:

- Respect the caring ethos of our school
- Demonstrate that **all** members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour
- Respect the learning environment appropriately (both in school and off site)
- Park with consideration and respect for others when delivering and collecting children from school
- Work together with teachers for the benefit of children. This includes approaching the school to resolve any issues of concern and to discuss and clarify specific events in order to produce a positive solution
- 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

## Behaviour on school premises

**In order to support a peaceful and safe school environment, the school does not tolerate any of the below from visitors, this list is not exhaustive:**

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the school grounds and or area that education is taking place. This includes events such as team matches.
- Using loud/ or offensive language, swearing, cursing, using profane language or displaying temper.
- Threatening harm or the use of physical aggression towards another adult or child. This includes approaching someone else's child in order to discuss or chastise them and physical punishment against your own child on school premises. (some actions may constitute an assault with legal consequences).
- Damaging or destroying school property
- Defamatory, abusive, offensive or derogatory comments regarding the school or any of the pupils/parents/staff at the school on Facebook or any social media sites. (See Appendix 1). Any concerns you may have about the school must be made through the appropriate channels by speaking to the class teacher, the Headteacher or Chair of Governors, so they can be dealt with fairly, appropriately and efficiently for all concerned.

Should **any** of the above behaviour occur on school premises the school may feel it necessary to contact the appropriate authorities (including the Police).

The headteacher will then take the decision on whether to ban the offending parent, carer or visitor from entering the school grounds and attending school events.

We trust that parents/ carers and visitors will assist our school with the implementation of this policy, and we thank you for your continuing support of the school.

## **Behaviour towards staff**

We expect parents/carers and other visitors to behave in a reasonable way towards members of school staff. This policy outlines the steps that will be taken where behaviour is inappropriate. Types of behaviour that are considered serious and unacceptable and will not be tolerated may include:

- Shouting at school staff, either in person or over the telephone.
- Verbally or physically intimidating a member of staff.
- The use of aggressive hand gestures e.g. two fingers raised.
- Threatening school staff, either in person or over the telephone.
- Shaking or holding a fist towards another person.
- Writing abusive comments about a member of staff e.g. he/she is an idiot.
- Swearing at a member of school staff.
- Pushing.
- Hitting, e.g. slapping, punching or kicking.
- Spitting.
- Racist or sexist comments.
- Breaking the school's security procedures.

This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour.

Should a member of staff experience any of the behaviours above the school may feel it necessary to contact the appropriate authorities (including the Police) and if necessary, even ban the offending visitor from entering the school grounds and attending school events.

We trust that parents/ carers and visitors will assist our school with the implementation of this policy, and we thank you for your continuing support of the school.

### 3. PROCEDURE

If a parent/carer or visitor behaves in an unacceptable way, the headteacher or appropriate senior staff member may seek to resolve the situation through discussion and mediation.

Staff will not continue discussions when a parent/carer or visitor is behaving in an unacceptable manner. If necessary, the school's complaints procedure should be followed.

If aggression or intimidation continue, or where there is an extreme act of violence, a parent, carer or visitor will be banned by the headteacher from the school premises for a period of time, subject to review.

Prior to being banned, the Headteacher may consider issuing a letter reminding parents/carers or visitors of conduct expectations will be sent that warns of the possibility of a ban if unacceptable behaviour continues.

If the behaviour of a parent, carer or visitor results in a ban, the following steps will be taken:

1. The parent, carer or visitor will be informed in writing, that they are banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that an injunction may follow.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the Police will be included.
3. The Chair of Governors will be informed of the ban.
4. Where appropriate, clarification of the arrangements for students being dropped off and collected will be made.
5. Please note: Any sanction given to a parent, carer or visitor will be transferred over all Trust School Premises.

4. **CONCLUSION**

Students learn best when there is a positive partnership between home and school. Whilst every effort will be made to work with parents/carers and visitors, this will only be possible where parents/carers and visitors behave in acceptable way.

Unfortunately, where a parent's/carers or visitors behaviour is either unacceptable or serious it will not be possible to continue working with him/her and, as a final resort, legal action may be taken.

The school will take action where behaviour is unacceptable or serious and breaches our home-school code of conduct or health and safety legislation.

## **APPENDIX 1**

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/pupils. The school considers the use of social media websites being used in this way as unacceptable and not in the best interests of the children or whole school community. Any concerns you may have must be made through the appropriate channels by speaking to the Class Teacher, the Deputy Headteacher, the Headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately, and effectively for all concerned.

In the event that any pupil or parent/carer of a child/ren being educated at the school is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. The school will also expect that any parent/carer or pupil removes such content immediately.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly, is the issue of cyber bullying and the use by any member of the school community to publically humiliate another by inappropriate social network entries. We consider such actions as serious incidents of school bullying and will take appropriate action if required.

**CATALYST ACADEMIES TRUST  
POOR CONDUCT FROM PARENTS / CARERS AND VISITORS**

**Incident Reporting Form**

Name of Perpetrator	Parent <input type="checkbox"/> Name: Visitor <input type="checkbox"/> Ethnicity <span style="float: right;">Gender M/F</span>
Name of Victim	Staff Member <input type="checkbox"/> Student <input type="checkbox"/> Parent <input type="checkbox"/> Other <input type="checkbox"/> Name

**Nature of Incident (Please tick or state)**

Verbal abuse <input type="checkbox"/> Intimidating behaviour <input type="checkbox"/> Refusal to co-operate <input type="checkbox"/> Physical assault <input type="checkbox"/>
Racist or sexist comment <input type="checkbox"/> Incitement of others <input type="checkbox"/> Breaching security <input type="checkbox"/> Other <input type="checkbox"/>

**Brief description of the incident**

**Action Taken**

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**Signed**.....

**Date**.....