



# TRUST VISITOR POLICY

<b>Approved by:</b>	Trustees	<b>Date:</b> February 2025
---------------------	----------	----------------------------

<b>Last reviewed:</b>	February 2026
-----------------------	---------------

<b>Next review due by:</b>	February 2028
----------------------------	---------------

## Contents

1. Introduction .....	2
2. Purpose of the Policy .....	2
3. Expected Standards of Behaviour .....	2
3.1 Treat all staff with respect .....	2
3.2 Use appropriate language.....	2
3.3 Behave safely and appropriately on site .....	2
3.4 Communicate responsibly .....	2
4. Unacceptable Behaviour.....	3
5. School Response to Unacceptable Behaviour.....	3
5.1 Verbal Warning .....	3
5.2 Written Warning.....	3
5.3 Meeting with Senior Leader.....	3
5.4 Single Point of Contact (SPOC).....	3
5.5 Restrictions on Contact.....	3
5.6 Restriction of Access / Site Ban.....	4
5.7 Police Involvement.....	4
6. Safeguarding and Allegations Against Staff.....	4
7. Communication Expectations .....	4
8. Complaints Process.....	4
9. Review and Monitoring.....	5

## 1. Introduction

Enhance Academy Trust and all its schools and college is committed to providing a safe, welcoming, and respectful environment for pupils, staff, families, and visitors.

This policy sets out the standards of behaviour expected from parents, carers, and visitors, and the steps the school or college may take when those standards are not met.

All adults entering or engaging with the school community should behave in a manner consistent with our Christian values and the professional standards expected of a school environment.

## 2. Purpose of the Policy

- To promote respectful, positive relationships between school staff, parents, and visitors
- To protect children and staff from abusive, aggressive, or inappropriate behaviour
- To clarify the actions the school may take if behaviour falls below expectations
- To ensure consistency, fairness, and transparency in how such situations are managed

## 3. Expected Standards of Behaviour

Parents, carers, and visitors must:

### 3.1 Treat all staff with respect

- Speak courteously and calmly
- Follow instructions given by authorised staff
- Avoid raising voices, shouting, or confrontational conduct

### 3.2 Use appropriate language

The following are not permitted on school premises or in communications with staff:

- swearing
- derogatory, racist, sexist, homophobic or discriminatory language
- threats, intimidation, or personal insults

### 3.3 Behave safely and appropriately on site

Parents and visitors must not:

- behave aggressively or in a manner that causes alarm
- block access routes or refuse to leave when asked
- enter unauthorised areas
- film, record, or photograph staff or pupils without permission

### 3.4 Communicate responsibly

Parents must avoid:

- making false or defamatory allegations
- sending hostile or abusive emails, messages, or social media posts
- making repeated or unreasonable demands
- using school staff as intermediaries in personal disputes

#### 4. Unacceptable Behaviour

Examples include (but are not limited to):

- Shouting, swearing, or using aggressive tone
- Threatening or intimidating behaviour
- Racist or discriminatory comments
- Physical aggression or invasion of personal space
- Persistent or vexatious complaints
- Harassment, including via email, phone or social media
- Malicious allegations against staff
- Refusal to follow safeguarding procedures (e.g., signing in, remaining in permitted areas)

Any of the above may trigger formal action under this policy.

#### 5. School Response to Unacceptable Behaviour

Where behaviour falls below expectations, the school may take one or more of the following steps:

##### 5.1 Verbal Warning

A clear verbal reminder of expectations, usually issued by a senior member of staff.

##### 5.2 Written Warning

A formal letter outlining:

- the behaviour of concern
- the expectations going forward
- consequences if behaviour continues

##### 5.3 Meeting with Senior Leader

A structured meeting to clarify expectations and agree a communication plan.

##### 5.4 Single Point of Contact (SPOC)

All communication restricted to one named staff member to prevent escalation or confusion.

##### 5.5 Restrictions on Contact

This may include:

- requiring appointments instead of drop-ins
- limiting communication to email only
- declining repeated or unreasonable requests

## 5.6 Restriction of Access / Site Ban

In serious or repeated cases, the school may:

- prohibit the parent from entering school premises
- require collection/drop-off to be conducted at an agreed location
- involve the Local Authority or police if necessary
- issue a temporary or permanent ban

Site bans are implemented under common law powers to bar individuals causing nuisance or disturbance, and will be confirmed in writing.

## 5.7 Police Involvement

The school reserves the right to report behaviour that is threatening, abusive, harassing, or unlawful.

## 6. Safeguarding and Allegations Against Staff

- Any allegation about staff conduct (including claims of racism, discrimination, or misconduct) will be formally recorded and processed under the school's Complaints Policy, and where appropriate, the Safeguarding / Allegations Management procedures.
- Malicious allegations will themselves be treated as unacceptable behaviour.

## 7. Communication Expectations

Parents should:

- use respectful written and verbal communication
- follow official routes (office, email, or agreed SPOC)
- avoid using social media to air complaints or criticise staff

Staff will:

- respond within reasonable timeframes
- communicate professionally and calmly
- follow escalation procedures where concerns arise

## 8. Complaints Process

Concerns or complaints should be raised through the school's formal Complaints Procedure, not through unplanned discussions, social media posts, or repeated emails.

The school will ensure:

- impartial investigation
- appropriate timescales
- clear written outcomes

## 9. Review and Monitoring

This policy will be reviewed every two years, or earlier if:

- legislation changes
- new DfE guidance is issued
- serious incidents highlight areas needing review

