

# **SWINDON ACADEMY STAFF POLICIES**

## **(S18) Behaviour of Visitors Policy**

### **Policy Statement**

Swindon Academy, as part of United Learning, is committed to ensuring the welfare and the educational progress of its pupils, working closely in partnership with parents, carers and families. This policy has been written taking into account the DfE Guidance 'Advice on school security: Access to, and barring individuals from school premises' December 2012 as well as NAHT guidance on dealing with abusive parents.

Almost all parents, carers and visitors to the Academy are keen to work with us and are supportive of the school. However on rare occasions the behaviour of a small number of parents falls short of what we expect. This sometimes manifests itself in aggression or abuse towards a member of the school community. This can be in a written communication (including social media), on the telephone or in face-to-face incidents.

Our academy is committed to ensuring the safety of the staff and therefore has a policy to respond to negative behaviour by parents/carers and visitors, including the following (depending upon the severity of behaviour):

- (a) Initiating a meeting with the individual to discuss the issue and how it contradicts the school's policy on 'Role of the Parent';
- (b) Writing to the visitor, describing the misconduct, explaining the impact on the school, stating why it is unacceptable, and including expectation for change in behaviour;
- (c) Conditions for future visits;
- (d) Warning of the possibility of a ban from the school premises, grounds and buildings;
- (e) Escorting the visitor from school premises;
- (f) Temporarily suspending the visitor's rights to visit the school for a fixed period of time with a review at the end of the period;
- (g) Imposing a ban. There is more advice about banning a visitor later in this guidance.

When the Executive Principal takes the decision to suspend a visitor from school premises (in the case of risk to staff and pupils) a letter to the visitor will be sent within 24 hours explaining the reasons, how long the suspension is in place for, and actions following the lifting of the suspension.

Staff, are able to gain advice from members of the SLT in addition there is some useful advice on the NAHT website on managing Violent and Abusive Visitors to Schools.

### **Imposing a ban**

If the behaviour of a parent/visitor worsens to a degree where the safety and welfare of staff and students could be compromised, the Executive Principal can decide to ban the person from the school for a fixed

# **SWINDON ACADEMY STAFF POLICIES**

period. The Executive Principal can immediately suspend a visitor from the school if there is a risk to safety, but this should only be a short-term measure leading to a full procedure to ban.

The decision to impose a temporary ban from school on a person should be made by the Executive Principal and the Local Governing Body. The Executive Principal will send a full recommendation, including why the ban should be imposed, and for how long, to the LGB for agreement. The Executive Principal will also demonstrate to the LGB what efforts have already been made to change the behaviour of the person, and share with the LGB any responses from the person. The decision to ban a person from the school will only be taken after:

- (a) A letter has been sent to the parent/visitor, explaining why the action is going to be recommended to the LGB, and giving them the opportunity to respond. This opportunity must be time limited, for example, 7 days, and the parent/visitor should send the response to a named Member of the LGB. It is essential that the school has ensured the person involved has both understood the letter and is able to respond within the timescale;
- (b) The LGB has agreed the action and the duration of the ban.

The parent/visitor must be notified of the decision to ban, the duration, and how to appeal to the Managing Director at United Learning. Exemplar letters are held by the Business Manager and PA to the Executive Principal.

The school must ensure that the ban does not put children at risk, and does not affect delivery and collection of children. If the person continues to access school property during the period of a ban, the Executive Principal can have the person removed from the premises and prosecuted under Section 547 of the Education Act 1996.

United Learning is committed to ensuring that the application of this policy statement is non-discriminatory in line with the *UK Equality Act (2010)*. Further details are available in the United Learning *Equal Opportunities* policy. This policy is applicable to all members of the United Learning community and is available to all interested parties via The Hub or on request. This document is reviewed annually or as events or legislation requires.

## **Procedure**

The policy statement above sets out the procedure that will be followed by the academy to address unacceptable behaviours by a parent/carer or visitor to the school, and covers all sites. A courtesy notice will be placed in all reception areas of the academy, which will notify parents/carers and visitors of the standards of conduct that are acceptable.

## **SWINDON ACADEMY STAFF POLICIES**

In addition, for information this notice will lay out what they can expect in the way of responses and the procedures that will be followed by Academy staff.

### **Complaints Policy**

Any parental complaint that arises from incidents of abusive behaviour will be dealt with under the complaints policy, a copy of which can be found on the Academy website.

This policy will be reviewed annually in line with all other policies and procedures.

Review Date: September 2021

## Courtesy Notice

Swindon Academy welcomes contact with parents/carers and visitors and are keen to hear your views and feedback.

Our staff, do their best to ensure that you receive effective courteous and prompt attention.

In return we ask you to treat us with the same courtesy. Bullying, verbal abuse or aggressive behaviour will not be tolerated.

## ***SWINDON ACADEMY STAFF POLICIES***

If this should happen, you will be asked to leave, and continue your enquiry in writing.

Thank you for your co-operation.