Special Partnership Trust

VISITOR AND PARENT BEHAVIOUR ONSITE PROCEDURE

Date Last Reviewed: September 2026

Review Date: September 2028

Special Partnership Trust

The Special Partnership Trust welcomes visitors to our schools. We will act to ensure the school remain a safe place for pupils, staff and all other members of the community. If a parent/carer has concerns we will always listen to them and seek to address them.

Schools within the Special Partnership Trust expects that members of the public, parents and other visitors to our school will behave in a polite and courteous manner to each other, to staff and to pupils. It is expected that parents and carers will be good role models with respect to conduct and managing individual concerns.

We will not tolerate aggressive, violent, abusive or anti-social behaviour towards anyone on the school site. This includes abusive telephone calls and abuse using cyber technology. Should there be clear evidence that there has been a breach of this behaviour code. The Special Partnership Trust will act, or support the Headteacher of the school in taking action, to protect members of the school community. This may include banning the individual from the school premises or pursuing other legal action.

Examples of unacceptable behaviour include (but are not limited to):

- Shouting at members of school staff, either in person or over the telephone
- Physically intimidating a member of staff e.g. standing very close to her/him
- The use of aggressive hand gestures
- Smoking on school property
- Threatening behaviour or language
- Swearing
- Pushing
- Spitting
- Breaching school security and safeguarding procedures including the use of mobile devices, to filming pupils, staff, property on school site

If you have any concerns about you child or a member of staff, please make an appointment to see the Headteacher.

Procedures following an incident of unacceptable behaviour

If a parent or carer behaves in an unacceptable way towards a member of the school community the Headteacher or designated member of staff will seek to resolve the situation through discussion.

Following an incident there are a number of options the Headteacher may wish to take. These can include:

- Inviting the parent to a meeting to discuss the event.
- Clarifying to the parent what is considered acceptable behaviour by the academy.
- Forming strategies to manage future situations of potential conflict.
- Withdrawing permission for the parent to enter the school site and/or buildings.

In more serious cases of actual or threatened aggression/violence, or persistent abuse/intimidation, Headteachers may need to consider whether it is safe or appropriate for the parent to continue to come onto the school site or enter the buildings and may withdraw permission for a person to enter the school site for a defined period.