



Diocese of Norwich
Education and
Academies Trust

Parent, Carer & Visitor Conduct Policy

Policy Type:	Trust Policy
Date Issued by MAT:	02/10/2024
Approved By:	Executive Team
Approval Date:	27/09/2024
Review Date:	September 2027
Person Responsible:	Chief Executive Officer

Our Christian Ethos and Values

All policies within the Diocese of Norwich Education and Academies Trust (hereafter referred to as “the Trust”), whether relating to an individual academy or the whole Trust, will be written and implemented in line with our Christian ethos and values.

We have high ambition for all, and we truly value the wider educational experience.

We walk and talk our Christian values. We put people at the centre of the organisation and want to see them flourish and grow. Our schools are inclusive, welcoming those of all faiths and none.

Overall accountabilities and roles

The Trust has overall accountability for all its academies and staff. Through a Scheme of Delegation for each academy it sets out the responsibilities of the Trust, its Executive Officers, the Local Governing Body and the Principal / Head Teacher. The Principal / Head Teacher of each academy is responsible for the implementation of all policies of the Trust.

All employees of the Trust are subject to the Trust’s policies.

Contents

1. Trust Policy Statement	4
2. Introduction, Scope and Policy Aims	4
3. Expected Behaviour	5
4. Inappropriate Behaviour	5
5. Responding To and Managing Inappropriate Behaviour	6
6. Policy Monitoring and Review.....	7
Appendix 1: Template Inappropriate Behaviour by a Visitor Report Form	Error! Bookmark not defined.
Appendix 2: Procedures for Barring an Individual from School Site	Error! Bookmark not defined.
Appendix 3: Template Pre-Ban Letter	Error! Bookmark not defined.
Appendix 4: Template Banning Letter	Error! Bookmark not defined.
Appendix 5: Example Letter Template to Send to Parents	Error! Bookmark not defined.
Appendix 6: Poster to be Displayed on School Premises.....	Error! Bookmark not defined.

1. Trust Policy Statement

DNEAT considers the safety of everyone in all of our schools as the highest priority in our organization. **As such, the Trust has a zero-tolerance approach to abusive or threatening behaviour throughout both the Trust Head Office and all of our academy premises for all adults, including visitors.**

As part of our focus on diversity and inclusion, the Trust pledges that our policies will seek to promote equality, fairness and respect for all. Our policies reflect the DNEAT values of responsibility, aspiration, dignity, love and respect. By working closely with a range of stakeholders, such as our school, union, and HR colleagues, we have ensured that Trust policies do not unlawfully discriminate against anybody.

For the purpose of this policy, the term Trust refers to DNEAT. The term 'school' and the term 'academy' are interchangeable. The term 'pupil' and the term 'student' are interchangeable. Visitors include, but are not limited to, parents/carers, wider family, members of the community, external agencies and other guests.

2. Introduction, Scope and Policy Aims

The Trust is committed to ensuring that all of our Trust and school environments are safe for everyone and that all adults act as role models to our pupils in the way that they conduct themselves. Although fulfilling a public function, the Academy is a private place. The public has no automatic right of entry. The Academy may, therefore, need to act to ensure they remain a safe place for pupils, staff and other members of their community.

Throughout the Trust, staff and volunteers follow the code of conduct and we seek to maintain positive relationships with members of our school communities and value strong relationships with all stakeholders as we recognise that these relationships are fundamental to the success of our pupils.

According to [DFE Guidance on Controlling Access to School Premises](#), people do not have an automatic right to enter school premises. Visitors (including parents), however, do have what is known as an 'implied licence' to come onto school premises at certain times for certain reasons. Examples include appointments or meetings, school events and to drop off or collect younger children.

The vast majority of visitors to the Trust's academies, whether they are parents, wider family, members of the community or other guests, demonstrate the values which we want to promote to our students in our academies. We value the positive interaction between staff, volunteers and the families of our students and we will always listen to any concerns and seek to address them.

Unfortunately, there are occasions where visitors do not conduct themselves in a manner we would deem acceptable. All academies have been encouraged to consider what to do in circumstances where unsatisfactory conduct arises. The Trust owes a duty of care to all persons at our academies – staff, volunteers, students, Trustees and Governors.

The purpose of this policy is to outline the behaviour expected of adults visiting our schools, as well as detailing the procedures in place for dealing with any instances where behaviour falls below these expectations.

3. Expected Behaviour

The Trust expects all adults visiting the Trust central offices or one of our academies to:

- Act in a way and use language that is consistent with our Trust values of responsibility, aspiration, dignity, love and respect as well as the ethos of the school they are visiting.
- Respect the school environment by keeping it clean and tidy.
- Work in partnership with staff to resolve any concerns in a positive manner. This includes clarifying their child's version of events with the school who can gather information that gives a holistic perspective of any situation.
- Correct their child's behaviour appropriately, particularly where it could otherwise lead to conflict, aggression or a lack of safety.
- Respect that staff may not always be immediately available and an appointment may be required.
- Follow site-specific rules in relation to parking, one-way systems, visitor signing-in procedures etc.
- Show consideration and respect for all staff, pupils and other visitors including parents of other pupils.

In light of the above, when on school premises, the Trust expects that adults visiting our schools will not:

- Discriminate against any individual, whether a staff member, pupil or other visitor, on the basis of a protected characteristic under the [Equality Act 2010](#).
- Engage in inappropriate conversations with any pupils that they may encounter upon their visit. If they have any concerns about a pupil, they should report it to school staff immediately in line with the safeguarding procedures at that school.
- Engage in conversations with others about pupils, staff or other adults within the school community that are unrelated to the concerns about their child.
- Discuss any issues of a confidential matter outside of school, or to anyone whom it does not concern within the school.

4. Inappropriate Behaviour

Throughout the Trust we take instances of inappropriate behaviour very seriously and will not tolerate any circumstances which may make staff, pupils or any other member of the school community feel threatened or uncomfortable.

The following are examples of what the Trust considers to be inappropriate behaviour at our central office or any of our schools. This list is not exhaustive and other types of behaviour that cause harm or distress to any member of the school community will also fall under the remit of this policy:

- Any form of actual or threatened violence including behaviour which causes alarm or distress.
- Verbal abuse including swearing or using other offensive or discriminatory language.
- Shouting at individuals either in person or over the phone.
- Using aggressive gestures or body language such as raising a fist or finger.
- Sending any form of abusive or offensive communication about a member of the school community, including on social media.
- Making defamatory, offensive, or derogatory comments about a school or any member of the the Trust community, including on social media.
- Any form of harassment whether in person or online.
- Disruptive behaviour that interferes with the operation of the school.
- Causing intentional damage to property.
- Trespassing on school property.
- Breaching security procedures (e.g. not following visitor sign-in protocols).

- Approaching someone else's child to discuss/chastise them in relation to perceived/actual actions towards their own child.
- Targeting/ bullying behaviour towards another child, for example if they have specific needs.
- Aiming to discuss or requesting information about another person's child.
- Smoking, drinking alcohol or taking illegal drugs on school premises.
- Dangerous driving on school premises.
- Sending repeated and vexatious emails to the school.

Should any of the above actions take place at the Trust Head Office or one of our school premises, we may feel it is necessary to take action in line with this policy including contacting the Police if we feel a criminal offence has occurred.

5. Responding To and Managing Inappropriate Behaviour

The Trust recognises that situations in school can often be complex, challenging and emotive. This does not stand in the way of our commitment to ensuring that our Trust and school environments are as safe as possible for everyone, however, we understand that a prescribed approach to managing inappropriate behaviour by visitors isn't necessarily apt depending on the context and severity of the situation.

The following are examples of responses to inappropriate behaviour that may be utilised by Headteachers, Trust and school leaders in order to ensure the safety and wellbeing of all members of the school community. The list is not exhaustive and leaders may take other appropriate measures in the interests of safeguarding staff and pupils:

- In any instances of physical violence, calling the Police immediately.
- Barring an individual from the school premises when an incident is severe or the inappropriate behaviour is repeated (see Appendix 2 for further details).
- Inviting anyone who is behaving inappropriately into a separate and private room so they have the opportunity to collect themselves and calm down.
- Terminating any meetings where inappropriate behaviour is persistent or severe.
- Asking anyone who is behaving inappropriately to leave the school site.
- In instances where an individual is refusing to leave the school site or attends whilst they are barred, calling the Police to remove them in line with the [Education Act 1996 s547](#).
- Following up any instances of inappropriate behaviour with a verbal warning, either via phone call or in a separate meeting, advising that repetition of such conduct may result in a ban from the school site.
- Following up any instances of inappropriate behaviour with a written warning advising that repetition of such conduct may result in a ban from the school site.
- Appointing a single point of contact for individuals who have behaved inappropriately.
- Where there is conflict between two people with parental responsibility for a child, arranging separate meetings (e.g. parent consultation evening appointments).
- Instructing a single method of communication with individuals who have behaved inappropriately (e.g. email only if verbal abuse has taken place over the phone).
- More than one member of staff to be in attendance at meetings.
- Keeping the door open during meetings.
- Written records to be kept of meetings and where required, the school to take minutes of meetings.
- If a parent requests to record a meeting, this will be discussed with the Trust as this will require the agreement of all parties due to GDPR.

If an incident involving inappropriate behaviour does occur, then an incident report form (see Appendix 1) will be completed by the Headteacher, a member of their Senior Leadership Team or a Trust leader. This will be

stored in a secure drive with access only by designated professionals in the school i.e. the Headteacher and Deputy Headteacher and HR Officer.

Leaders will ensure that appropriate aftercare and support is put in place for any member of the the Trust community who is affected by an incident.

6. Policy Monitoring and Review

Monitoring of the impact of this policy will be undertaken through our governance processes in each school and at Trust level. The policy will be reviewed every 3 years.