



Visitor Code of Conduct

[Website version]

Any school, in line with its safeguarding and employment duties, must deal appropriately with any identified risks to pupils and staff. Occasionally, a school may consider a parent's behaviour to be such a risk. The following guidance seeks to make clear to all visitors to NSN our expectations of their conduct. It is only a very small minority of visitors who need their attention drawn to the following expectations as the vast majority of visitors already actively support and assist staff when visiting the school. We thank you for your continued support.

By coming onto site you are agreeing to abide by our visitor code of conduct expectations:

This applies to both the school physical site (school building and grounds) and our virtual site (Facebook).

- A Parent/Carer is a visitor when coming onto school property.
- As a visitor on site, staff have a duty of care for your safety and you must follow their instructions to keep everyone safe.
- Staff have a legal duty to safeguard children on school property and at the entrance and exit points of the site. Their authority to enforce school and site rules must remain intact in order for them to carry out their legal duties
- **Visitors must follow the code of conduct at all times. This is a reasonable expectation.**
- Staff are here to support, guide and, if necessary, instruct visitors to follow the rules.
- Staff will be patient, polite and courteous. We expect visitors to be so too.
- Sometimes it is necessary for staff to be clear and concise with their guidance. This is not rudeness, it is staff using their authority to maintain a safe and orderly environment. This is perfectly appropriate. We expect visitors to support staff by complying with requests/instructions to maintain a safe and orderly environment.
- Staff are here to help visitors but the school & site rules are not negotiable.
- Visitors are not entitled to reinterpret the rules to suit their own personal preferences.
- By coming on site you agree to be courteous and respectful of the authority staff have on the school property and at the entrance and exit points of the site.
- Attempts to undermine staff authority by visitors to the site will be taken seriously.
- Any attempt to undermine the authority of staff will be challenged and such visitors who display such inappropriate conduct will no longer be welcome on site.
- Unacceptable visitor conduct includes aggressive, hostile, abusive or derogatory language or refusing to engage with staff when approached or spoken to. All such behaviour seeks to undermine staff authority.
- Breaches of this visitor code of conduct will also apply when visiting the school's virtual site (Facebook).



Visitor Code of Conduct

- Derogatory or inappropriate comments or remarks left by visitors to our virtual site (Facebook) will be treated in the same way as if they were directed directly to staff on site and the same sanctions issued.
- Visitors must remember that staff have a job to do and the school is their place of work.
- Staff have a right to carry out their duties without fear of harassment, intimidation, hostility or threats (or to even feel threatened).
- We welcome visitors to school and seek to build strong and supportive relationships with the community. These relationships can only thrive if rooted in the safeguarding principles to keep everyone safe. If you don't like the rules or won't support the staff then don't visit the site.
- Visitors have no right to be on site. Under law Parents/Carers have a right to a limited degree of access to school premises that can be withdrawn by the school if the Headteacher feels this is reasonable following an incident where staff (or a pupil) are abused, threatened or simply feel threatened.
- We are proud to be a Restorative Practice School and will always seek to rebuild relationships that have broken down as long as the parties concerned are prepared to acknowledge wrongdoing and be prepared to commit to active conduct change.
- Senior Leadership Team staff have a duty of care for the physical and mental health and safety and wellbeing of all staff.
- **A ban from the school site is legally enforceable.**
- A visitor banned from the site would no longer be able to attend any events hosted by the school - assemblies/share sessions/sports days/performances/parents evenings etc.
- A visitor banned from the site would not be allowed to come onto any part of the school property and it would be the visitors responsibility to make arrangements for their child to be escorted into and out of school by an appropriate 3rd party.
- A parent/carer banned from the school may make written representations and the school will keep any such ban under review and attempt to use Restorative Practice principles to restore the relationship if the parent/carer wishes to have the ban reviewed.

SITE rules:

S: SAFETY Move around the school site in a safe manner

I: INSTRUCTIONS Follow staff instructions and written signs

T: THINK Think carefully about your conduct - communicate politely, do not be hostile, derogatory or rude.

E: EVERYONE Everyone is responsible for their behaviour while they are a guest visiting our school.



Visitor Code of Conduct

[Display version]

We welcome visitors to school and seek to build strong and supportive relationships with the community. These relationships can only thrive if rooted in the safeguarding principles to keep everyone safe. If you don't like the rules or won't support the staff then don't visit the site.

- You must follow site rules at all times. **They are not negotiable.** By coming on site you agree to be courteous and respectful of the authority staff have on the school property and at the entrance and exit points of the site.
- Unacceptable visitor conduct includes **aggressive, abusive or derogatory language/threats** directed at or about staff or members of the school community.
- Unacceptable visitor conduct includes **hostile comments/behaviour, passive aggressive comments/ behaviour** or simply **refusing to engage with staff when approached or spoken to.** All such behaviour actively seeks to undermine staff authority and can, in turn, make staff feel threatened.
- **Any attempt to undermine the authority of staff will be challenged and such visitors who display unacceptable conduct will no longer be welcome on site.**
- Breaches of this visitor code of conduct will apply when visiting the schools virtual site (Facebook) also. Derogatory or inappropriate comments or remarks left by visitors to our virtual site (Facebook) will be treated in the same way as if they were directed directly to staff on site and the same sanctions issued.
- As a visitor on site, staff have a duty of care for your safety and you must follow their instructions to keep everyone safe.
- Staff are here to support, guide and, if necessary, instruct visitors to follow the rules.
- Staff will be patient, polite and courteous where ever possible. We expect visitors to do the same. Sometimes it is necessary for staff to be firm and concise with their guidance. This is not rudeness, it is staff using their authority to maintain a safe and orderly environment. This is perfectly appropriate. We expect visitors to support staff by complying with requests/ instructions to maintain a safe and orderly environment.
- If a visitor's conduct is deemed inappropriate in any way they may be asked to leave the site immediately and the Headteacher may take the decision to ban the visitor from the site.
- **.A ban from the school site is legally enforceable.**