



HALL GREEN SCHOOL

CODE OF CONDUCT FOR VISITORS POLICY

Adopted:	24 September 2025
Next Review:	September 2027
Governing Committee:	School Board
Responsibility:	Headteacher

1. Introduction

We welcome engagement and contact with parents and the wider community, believing that the most successful outcomes for our pupils are the result of strong partnerships with all those involved in the care and education of our young people. We have adopted this Code of Conduct for Visitors in order to help us further our aim to provide an exemplary education and learning environment for each pupil, based on their needs, in which everyone aims to treat each other with kindness and courtesy.

2. Purpose

This document provides an explanation of the acceptable standard of behaviour expected from visitors to the school premises and those interacting with its pupils and staff in order to make this school a safe place to learn, work and visit.

3. What you can expect of us, and what we expect of you

The School and its staff will:

- treat visitors to our school site with respect;
- ensure that visitors to our school site are supervised, where necessary;
- check the identity of contractors, workers and other visitors to our school site, as necessary;
- act in accordance with our safeguarding policy (see the school's website); and
- do all that they reasonably can to ensure that our school site is a safe and welcoming learning and working environment.

Parent/carer visitors

Parents and carers are encouraged to make appointments in advance whenever possible to ensure availability of staff. In cases of urgent concerns, parents should speak to reception staff who will make every effort to facilitate a timely meeting or direct the enquiry appropriately.

Parents and carers should also note that they should let the member of staff know in advance if they wish to bring any additional visitors to the school for a meeting.

All visitors

All visitors to our school, and interacting with our pupils and staff, are expected to behave calmly, politely and respectfully. This means that visitors must:

- treat our school population, environment and property with respect;
- follow our school rules, protocols and any reasonable instructions given by school staff;
- report anything that puts anyone on our site at risk to a member of our staff;
- accept that they are responsible for their child's behaviour and safety, whilst the child is in their care, even when they are on our school premises.

Hall Green School is committed to ensuring that all visitors can access the school site safely and comfortably. If you require assistance due to a disability, mobility issue, or other access need, please contact the school in advance so that appropriate arrangements can be made to support your visit.

4. The type of behaviour that the School considers unacceptable

Our School will decide on a case by case basis whether a visitor's behaviour is unacceptable, but any behaviour that we believe adversely affects our safe and caring learning environment and/or puts the physical or emotional wellbeing of a pupil, member of staff, parent or other visitor at risk, is not acceptable behaviour on our school site.

This may include, but is not limited to:

- disruptive behaviour;
- demanding to see a member of staff without making an appointment;
- aggressive or threatening speech or behaviour e.g. by swearing, threatening or shouting at others, taking an aggressive stance, threatening to strike someone or assaulting another person;
- damaging school property;
- behaviour that could be considered racist, sexist, homophobic or similarly offensive in some other way;
- smoking, vaping or being under the influence of alcohol or drugs whilst on our school site;
- bringing animals on to our school site (without prior permission), other than guide dogs;
- being in possession of weapons, or items that are intended to be used as weapons, of any kind;
- refusing to follow the reasonable instructions of our staff;
- filming, photographing or recording on the premises without the written permission of the Headteacher.

This Code of Conduct applies not only within the school premises but also in the immediate vicinity of the school, such as outside the school gates, and during off-site school events or activities. Visitors are expected to maintain respectful and appropriate behaviour at all times when interacting with pupils, staff, or other members of the school community, regardless of location.

In addition, unacceptable behaviour also includes any communication with a member of our school's community that is malicious, threatening or abusive, including in person, over the telephone or in writing, e.g. by letter, email or any other electronic format, such as social media, regardless of whether it takes place on the school premises. Visitors must refrain from sharing any confidential or sensitive information about the school community on social media platforms. Any concerns should be raised through the appropriate school channels.

5. How the School will respond to behaviour that is unacceptable

In most cases the school will attempt to informally remedy the situation by speaking with the individual concerned, privately. There may be no further action.

Where there is any dispute over what has occurred, or if the alleged incident is complex or serious, the school will conduct a formal investigation in order to establish the facts and determine what action should be taken, if any.

If the school decides that a visitor's behaviour has been unacceptable the school may decide to:

- informally, i.e. verbally, warn the visitor about their behaviour;
- require the visitor to leave the school site immediately;
- formally, i.e. in writing, warn the visitor about their behaviour;
- ban the visitor from the premises for a specified period; or
- report the behaviour to the Police.

Visitors will be entitled to make representations to the governing board, in line with the school's complaints procedure, if they disagree with the decision reached by the school.

6. Questions and concerns about this Code

The School is grateful for the support that it receives from visitors in maintaining its caring and safe learning and working environment, so any feedback that you may have about the content of this Code, is welcomed.

The school is committed to ensuring this Code of Conduct is accessible to all visitors, including those with disabilities or additional needs. Reasonable adjustments will be made to facilitate understanding and compliance.

For the purposes of this policy, a 'visitor' includes any individual who is not a member of the school's staff or pupil body but is on school premises for any reason, including parents, contractors, volunteers, and external agency personnel.

Please direct any feedback or questions about the Code to the Headteacher's PA, via the School Office, who will refer your comments on to the Headteacher.