

# Visitor Expectations Policy

## Bonneygrove and Millbrook Primary School Federation



<b>Subject:</b>	<b>Visitor Expectations Policy</b>
<b>Approval date:</b>	<b>September 2025</b>
<b>Review date:</b>	<b>September 2026</b>
<b>Approved by:</b>	<b>Shen Hasekilerden (Chair of Governors) Jane Acreman (Vice Chair of Governors)</b>



## **BONNEYGROVE AND MILLBROOK PRIMARY SCHOOL FEDERATION**

### **Statement of principles**

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.

At Bonneygrove and Millbrook Primary School Federation, we share the expectation that everyone who enters our learning community, including parents, staff, visitors and pupils will abide by our core values.

We agree that the following behaviours are unacceptable in our school and will be challenged:

- Swearing, spitting, shouting or speaking in an aggressive manner, using threatening words or gestures
- Physical intimidation (e.g., invading someone's personal space or threatening violence) and the use of force, such as pushing, pulling, poking, prodding, etc.
- Racist, sexist, homophobic or ageist comments
- Being under the influence of drugs or alcohol whilst on our premises
- Smoking whilst on the premises.
- Making any offensive, defamatory, discriminatory or other inappropriate comments about the school, governors, employees/workers or pupils on any public platform, including social media

### **The school's approach to dealing with incidents**

Our staff will be polite and courteous towards you at all times. If you feel a member of staff has behaved in an unacceptable way, please end your discussion and report the matter in writing to the Head of School or senior leader. They will then contact you to investigate and attempt to resolve your complaint.

In return, it is our expectation that you will be polite and courteous to staff. If staff are subjected to unacceptable behaviour, they have been instructed to end the discussion with you and inform you of the reasons. You will be asked to leave the premises. A letter to confirm the reasons why you were asked to leave and the action that we intend to take as a result will be sent to you. You will be given the opportunity to discuss the matter with us in a calm and civil manner. If the incident is particularly serious, or is repeated, you may be barred from the premises.

Any parent behaving unlawfully will be reported to the police. Governors will actively support any police investigation or actions.

**NOTE:** Complaints will be dismissed, if, once a complaint has been made and the complaints procedure has started, the complainant goes on to publish details on social media.

If a parent/carer/visitor behaves in an unacceptable way towards a member of the school community (including parents showing behaviours stated above towards other parents), the Head of School or appropriate senior staff will assess the level of risk before deciding on a future course of action. The course of action will be reasonable and commensurate with the assessed level of risk.