Visitor and Parent Code of Conduct Policy

St. Augustine's Catholic Primary School

19 West End Road, Old Costessey, Norwich. NR8 5AG

Part of the St. John the Baptist Catholic Multi-Academy trust Trust

We try to follow Jesus by loving each other and caring for God's world.

Wisdom, Love, Might, Let there be Light!

Last reviewed:	May 2026
Next review:	May 2028

School Mission Statement:

We try to follow Jesus by loving each other and caring for God's world.

School Motto:

"Wisdom, Love, Might, Let there be Light!"

We aim to make the children who attend St Augustine's feel cared for and secure in surroundings where Catholic values are practised, and where their gifts and abilities are recognised and developed in an atmosphere of respect and friendship.

In planning the curriculum we attend to the development of the whole child: the physical, intellectual, emotional, moral and spiritual.

St. Augustine's Catholic Primary School is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment.

Keeping Children Safe in Education: Statutory guidance from the Department for Education which sets out what is expected of organisations and individuals to safeguard and promote the welfare of children.

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St. Augustine's Catholic Primary School, part of St John the Baptist Catholic MAT

Policy and Code of Conduct for Parents, Carers and Visitors

St. Augustine's Catholic Primary School is a nurturing learning community. We believe pupils learn best in a safe and supportive environment based on respect and trust and underpinned by an effective partnership between parents, staff and the school community. High standards of behaviour are required of pupils and staff are expected to act professionally at all times. The positive support of parents and carers is needed and highly valued by the school.

This 'Code of Conduct for Parents, Carers and Visitors' has been adopted and agreed by the Trust and this school's governing body. It provides a reminder to all parents, carers and visitors to our school about the conduct expected of them. It sets out both what they should aim to do, as well as conduct which will not be tolerated. This is so that progression can continue to flourish and be achieved in an atmosphere of mutual understanding.

This code complements the Trust 'Complaints Policy' which is designed to handle parental concerns or complaints in a sensitive and mutually supportive manner (see the Trust or school website or contact the school office). We know that this Code of Conduct policy may be called upon only extremely rarely and we hope that by making expectations clear we may never need to implement the procedures outlined in this policy.

1. Introduction

1.1. The Trust and school have a duty to keep all members of the community safe. In order to do this we have to follow a protocol and have clear expectations of conduct for visitors (including parents and carers) when they are:

- Invited to the school
- On school premises
- Leave the premises
- Phone the school

1.2. The purpose of this policy is to provide a reminder to all parents, carers and visitors to our school about expected conduct, which is detailed in this policy and the procedures which may occur if issues arise. We have wonderful parents and carers in our schools who are incredibly supportive and we work hard to ensure that relationships are positive. On a tiny number of occasions we have to deal with difficult incidents, and this policy is only used in very rare instances.

1.3. Visitors come to the school for a variety of reasons, such as:

- A parent dropping off or collecting a child, visiting a teacher or other member of staff
- To lead a club or activity
- To speak to a class or group of children
- As a contract worker

1.4. For whatever reason a visitor comes to the school, procedures will need to be in place and parameters clear to all. Therefore, this policy also relates to unwanted visitors - such as people who may turn up or phone the school on an 'ad hoc' basis demanding to see or speak to people.

1.5. We want to create the best possible outcomes for children. This requires the relationship between home and school to be based on the principles of care, integrity, trust and mutual respect (for all parties involved) and for all visitors to school to also demonstrate such principles. The maintenance of positive relationships, for parents and all visitors, is important to ensure that a child or children are safe (please read the school safeguarding policy) and not open to undue distress and anxiety.

1.6. We will support our parents to bring out the best in their child by communicating with them clearly and ensuring we have a wide range of support available. Parents are invited to speak with the school to talk about support available to them.

1.7. However, it is possible that on extremely rare occasions there might be violent or aggressive behaviour towards staff (in person or over the telephone, or by any other means), this will not be tolerated and will be addressed via the Code of Conduct in section 2 of this policy.

1.8. If we have a rare occasion where a telephone caller to the school becomes aggressive or abusive then staff have been advised to issue a warning that the telephone conversation may be terminated if the caller continues to be aggressive or abusive, prior to ending the call.

1.9. Staff are advised that if a visitor becomes aggressive or abusive then the visitor will be advised that the meeting may be terminated and the individual escorted off the premises if the visitor continues to be aggressive or abusive, prior to the staff member ending the meeting and escorting the visitor off the premises.

1.10. A copy of this policy is available at the school office.

2. **Expectations**

We expect parents and carers (and, where appropriate, visitors) to:

- Respect the caring ethos and values of our school
- Work together with school staff for the benefit of their children
- Treat all members of the school community with respect using appropriate language and behaviour
- Approach the school to help resolve any issues of concern
- Where appropriate, clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue
- Promote good behaviour and correct actions that could lead to conflict, aggressive or unsafe behaviours – both on and off school premises

In order to support a peaceful and safe school environment, the school will not tolerate parents, carers or visitors exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with any of the school's operation or activities anywhere on the school premises
- Using loud or offensive language or displaying temper
- Threatening, in any way, a member of school staff, visitor, fellow parent/carer or pupil
- Damaging or destroying school property or threatening to do so
- Sending abusive or threatening e-mails, text/voicemail/phone messages, or other written communications to anyone within the school community
- Using physical or verbal aggression towards another adult or child, including physical punishment of your own child on school premises
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/carers/staff at the school on Facebook or other social media (See Appendix 1)
- Approaching another parent or child in order to discuss or chastise them because of an issue between the children, (such an approach to a child may be seen to be an assault on that child and may have legal consequences) - please talk to a member of staff to resolve problems
- Smoking, taking illegal drugs or the consumption of alcohol anywhere on school premises (alcohol may only be consumed during authorised events)
- Dogs being brought onto school premises (other than guide dogs / therapy dogs)
- Taking photographs with phones or other devices on school premises without permission from the school
- Any other behaviour, verbal or otherwise, which could be considered to be inappropriate, offensive or abusive

Should any of the above occur on school premises (or on social media) the school may feel it necessary to take action by contacting the appropriate authorities and/or sadly consider banning the offending adult from

entering the school premises. Please note that some of the above are criminal offences and could result in the school contacting the Police.

We trust that parents, carers and visitors will assist our school with the implementation of this policy and we thank you for your continuing support of the school. Working together we create a positive environment, not only for the children but also for those who work at or visit our school.

We ask that parents and carers ensure they make all persons responsible for collecting their children aware of this policy.

3. Procedures for pre-arranged visits

3.1. Wherever possible, visits to the schools must be pre-arranged and the relevant personnel made aware.

3.2. All visitors must report to the school office first and not enter the school via any other entrance.

3.3. At the school office, all visitors should explain the purpose of their visit and who has invited them. They should be ready to produce formal identification, if appropriate.

3.4. All visitors will be asked to sign their name, date, time and purpose of the visit using the electronic signing in system, or if needed the visitor record book/log, which may include a photograph of the visitor being taken.

3.5. Visitors should confirm (via the signing in book or electronic system) that they have read visitors' safeguarding and health & safety information.

3.6. All visitors must comply with the current DBS regulations as relevant.

3.7. All visitors are made aware of the Designated Safeguarding Officers whose photographs are prominently displayed at school office, or by being issued with a leaflet.

3.8. The visitor will be given a badge, which they must wear at all times whilst on the premises. These badges are:

- Visitors – will be issued with a visitor's badge
- Volunteers – will be issued with a visitor's badge
- Trainee teachers – will be provided with a visitor's badge
- Peripatetic Music Teachers – will be provided with a staff visitors badge
- Supply Teachers - will be provided with a visitor's badge
- Staff and Governors – are issued with Governor badges

3.9. On departing the school, visitors should leave via the main school office, sign out of the building, return their visitor badge and be seen to leave the premises. School office staff should check the 'in – out' records regularly to monitor compliance with these procedures.

4. Visitors to classes / Curriculum enrichment visitors

4.1. The school recognises that visitors in the classroom are valued for their different perspective and expertise. However, staff must be vigilant in assessing the background of individuals before committing the school to any involvement. Visitors must have had an enhanced child workforce DBS if they are to engage with pupils in a lesson-type activity.

4.2. The school office needs to be notified of all visitors to classes in advance, including the date and time of the visit.

4.3. The staff member should consider how the visitor can add value in developing and supporting young peoples' education. It is important that all parties are clear about the purpose of the visit to prevent misunderstandings, particularly in view of the fact that the school is a Catholic School.

4.4. The visitor's aims and values should reflect those of the whole school and the class that they are visiting.

4.5. The visitor should outline the content of the material prior to the visit.

4.6. All staff should check with the Head Teacher before inviting visitors into the school.

4.7. Some subjects have specific guidelines which must be followed - this is particularly so with regards to Relationships and Sex Education. (See the list of our policies on the school website – click here).

4.8. Visitors offering counselling/support to pupils will be vetted, have an enhanced child workforce DBS, undertake Safeguarding Training, work within the school policies, and follow the Protection of Children Act 1999. Any such agencies must provide copies of their own guidance and procedures where relevant. Supply Agencies must provide written confirmation to the school that all pre-employment checks have been undertaken including the right to work and enhanced child workforce DBS check.

4.9. Consultation with parents is also a consideration as well as keeping them informed of visits. There may be incidences where parents might like their child to be withdrawn.

5. Before / After School Clubs/Extended Schools

5.1. Organisers and leaders of Before / After Schools Clubs and Extended Schools activities must ensure that they have read and are familiar with the relevant school policies, and any procedures in the event of an emergency.

5.2. All Before / After Schools Clubs and Extended Schools activities must be organised through the office and approved by the Head Teacher.

6. Negotiating a Visit

6.1. When negotiating a visit with the school, the visitor should be made aware of the school ethos and the expectations of visitors to the school. Information regarding Safeguarding and Health & Safety is available at the school office.

6.2. Where lettings of school premises are involved, the Head should be informed. Where charges may be incurred, prior agreement on the costs should be sought from the school office. The school office needs to be notified of all visitors in advance, including the date and time of the visit.

7. Callers telephoning the School to arrange a potential visit

7.1. Office staff should take the name and number of visitors/agencies phoning the school and email or leave a message for the relevant staff.

7.2. It is to be made clear to callers that staff will phone back at a time convenient to them, and only if deemed necessary.

7.3. If staff are expecting a phone call and wish to speak to someone then staff should let the office staff know.

7.4. The school may require independent verification of the caller's identity and will call back if appropriate.

8. Contractors

8.1. Contractors include people engaged to perform work who are not directly employed by the school. In many instances work processes will be carried out near classrooms, playgrounds or other areas occupied by students or staff while the school is in operation.

8.2. It is important that good lines of communication between the school and contractor are established before work commences to ensure that health and safety issues and supervision are appropriately managed.

8.3. Appropriate supervision is deemed to be where the work is either in an area which is constantly supervised or within eyesight of a member of the school's workforce, or where the work being carried out is physically cut off from the children by means of closed doors, fencing or gates. There should be no opportunity for children/young people to engage in conversation with a Contractor without being observed by another member of staff.

8.4. If the school is concerned with inappropriate activities being undertaken these should be raised immediately with the Contractor and the school's Designated Safeguarding Officer or another DSL.

8.5. It is recommended that the Trust's Facilities Manager or Office Manager confirms receipt and understanding of the School's Safeguarding (Child Protection) policy from the Contractor. It will be the responsibility of the Trust's Facilities Manager or Office Manager to ensure, in respect of contractors coming onto the school site, that their activity is carefully monitored to ensure that the policy is strictly adhered to.

8.6. In all cases the Contractor should ensure that each employee has individually confirmed in writing that they have read and understood the School's Safeguarding Policy by signing and dating a copy before visiting the school. A copy of the confirmation should be kept by the Contractor with the employee's records. Additional copies of the Safeguarding Policy can be made available.

8.7. The school makes it the responsibility of the Trust's Facilities Manager or Office Manager to ensure in respect of contractors coming onto the school site that their activity is carefully monitored to ensure that the policy is strictly adhered to.

8.8. The Contractor should also ensure that each employee has identification including the company name, the employees name and Contractor's signature to be carried at all times on the school site. Where possible this should include photographic identification.

8.9. Typical issues that will need to be discussed with contractors prior to work starting include:

- How will the work affect school activities e.g. use of heavy machinery on site, noise, dust?
- Contractors will need to sign the asbestos log before work commences
- Safety arrangements the contractor will have in place.
- Vehicle & equipment movement in the school grounds.
- Timing of certain activities e.g. can it be done when students have left the grounds.
- Areas of the school that will be affected e.g. appropriate barricading of work areas.
- Maintenance of essential utility services (water, sewerage, electricity, telephone contact etc).
- Managing excessive noise, dust or fumes.
- Protocols for communicating between the school and contractor e.g. regular meetings.
- Hand-over process at the completion of the work.

9. **Uninvited Visitors (Intruders) to School Premises**

9.1. If an intruder comes onto the premises the office staff should be alerted immediately. A member of the Leadership Team, ideally the Head Teacher, should be contacted and they will identify and assess the risks.

9.2. The intruder will be questioned and may be escorted off the premises and / or the Head Teacher may initiate the Lockdown procedure.

9.3. Alternatively, if school staff consider that the individual(s) is/are on school premises for a genuine reason, they will be escorted to the school office and signed in as above.

9.4. The school will establish and maintain close liaison with the local police. Procedures are in place to enable the police to be called and to respond promptly when incidents occur. The school will work with the Police to confirm the circumstances in which they will pursue a prosecution against an assailant.

9.5. If a visitor turns up to talk to a member of staff without an appointment, they should usually be sent away having been told to make an appointment. If in doubt, contact the Head Teacher. The visitor may leave appointment times with the office staff who will pass these times onto a relevant staff member.

10. **Visitors on site who display inappropriate behaviour**

10.1. The school office should be alerted and the visitor should be escorted immediately to the school office where help should be sought from a member of the Leadership Team, ideally the Head Teacher. If necessary, the police should be called.

10.2. The incident should be recorded and details passed onto the Head Teacher, who may then choose to address the incident via the Code of Conduct above.

Appendix 1: Inappropriate use of social network sites

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Head Teachers, school staff, and in some cases other parents or pupils. The Department for Education/ Directors Board / School Governors consider the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community.

The school will also consider its legal options to deal with any misuse on social networking and other sites.

Any concerns parents / carers have about the school or their child/children must be made through the appropriate channels by speaking to the class teacher in the first instance so they can be dealt with fairly, appropriately and effectively for all concerned.

E-safety and social media conduct
St. Augustine's Catholic Primary School expects parents to behave in a civilised and respectful nature online and will not tolerate any of the following behaviour online:

- Posting defamatory 'statuses' about fellow parents, pupils, the academy trust or its employees
- Complaining about the academy trust's values and methods on social media

The academy trust has a Complaints Procedures Policy in place, to avoid parents broadcasting grievances online.

Parents will be made aware of their responsibilities regarding their use of social networking and their conduct online.

Breaches of this code of conduct will be taken seriously by the academy trust and, in the event of illegal, defamatory, or discriminatory content breaches, could lead to prosecution.

Parents will not attempt to 'friend' or 'follow' any member of staff on social media.

Parents are instructed not to post anonymously or under an alias to evade the guidance given in this code of conduct.

St. Augustine's Catholic Primary School has the right to request damaging material to be removed from social media websites.

St. Augustine's Catholic Primary School expects parents who use messaging apps, such as WhatsApp, to be used for purposes beneficial to themselves and the academy trust, and will not accept any of the following behaviour:

- Sending abusive messages to fellow parents
- Sending abusive messages about members of staff, parents or the academy trust
- Sending abusive messages to members of staff

The academy trust appreciates the simplicity and ease of instant messaging online; keeping in contact outside of the academy trust can benefit the academy trust community by helping to keep the academy trust community closer.

Should any problems arise from contact over messaging apps, the academy trust will act quickly by contacting parents directly, to stop any issues continuing.

St. Augustine's Catholic Primary School can request a meeting with parents if any misconduct, such as sending abusive messages or posting defamatory statuses, occurs online.

The academy trust's complaints procedure will be followed if any parents association or governing body cause discrepancies through their conduct whilst using online messaging.

The head teacher can, with the permission of the parent, view messages sent between members of the parental body in order to deal with problems quickly and effectively.

The head teacher can request that ‘group chats’ are closed down should any problems continue between parents or parental bodies.

Libellous or defamatory posts
In the event that any pupil or parent/carer of a child at the school is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report content or activity which breaches this. The school will also expect that any parent/carer or student removes such comments immediately. School policies such as the Acceptable Use Policy and Behaviour policy may also be invoked, as well as this policy and code of conduct.

Cyber bullying
We take very seriously the issue of cyber bullying by children, or parents, to publicly humiliate another by any inappropriate social network entry. We will deal with this as a serious incident of school bullying. School policies such as the Acceptable Use Policy and Behaviour policy may also be invoked, as well as this policy and code of conduct.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites.

Appendix 2: Acceptable Use of Social Media Letter to Parents

RE: Parents' use of social media

Dear Parents/Carers,

Most people take part in online activities and social media. It's fun, interesting and can help keep us connected. There are various online school groups managed by parents for parents, such as school Facebook pages and WhatsApp groups, and they can be a wonderful source of knowledge, support and advice. We encourage you to use them positively and participate if you wish.

Within these spaces however, we ask that you use common sense, and show respect, when discussing school life online. We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents or pupils. We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, pupil or member of staff.

If parents have any concerns about their child in relation to the school they should:

1. Initially contact the class teacher or key stage phase leader
2. If the concern remains they should contact the head teacher
3. If still unresolved, contact the school governors through the complaints procedure

They should not use social media as a medium to air any concerns or grievances.

Online activity which we consider inappropriate:

- Identifying or posting images/videos of pupils
- Abusive or personal comments about staff, pupils or other parents
- Bringing the school in to disrepute
- Posting defamatory or libellous comments
- Emails circulated or sent directly with abusive or personal comments about staff, pupils or other family members
- Using social media to publicly challenge school policies or discuss issues about individual children
- Threatening behaviour, such as verbally intimidating staff, or using bad language
- Breaching school security procedures

At our school we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above, as well as our school Safeguarding and Child Protection Policy and Code of Conduct Policy. We thank you for your cooperation in adhering to the above code of conduct.

In order for us to set the best example possible to pupils at St. Augustine's Catholic Primary School, we would like to invite parents to do the same. The school urges parents to review and sign our code of conduct, which outlines how to act when using social media. Should St. Augustine's Catholic Primary School be subject to any online abuse, we will take the appropriate action, which may include considering our legal options to deal with derogative and defamatory or libellous activity on social media.

If any parents do have any concerns to make, or would like to discuss this subject further, please contact me via the School Office.

Thank you for your support.
Kind regards,

Head Teacher

Parent Declaration Form

I (name).....,

parent of (name of child).....,

declare that I have received, read and understand the terms and conditions of this code of conduct. I understand my obligations under this code of conduct and agree to comply fully with them whilst my child is a pupil at St. Augustine's Catholic Primary School.

The school will not tolerate any of the following:

- Sending abusive messages to parents or teachers
- Sending abusive messages about parents and teachers
- Posting defamatory 'statuses' about other parents, pupils, teachers or the academy trust
- Using social media to complain or post any grievances about the academy trust's values and methods

Signed:

Date:

Appendix 3 – Model Letters

Model Letter 1

Dear [parent, visitor],

I have received a report about your conduct on (enter date and time).

[Add factual summary of the incident and of its effect on staff, students and other parents.]

We believe staff, parents and children are entitled to a safe and protective environment in which to work. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the school.

I must inform you that the school will not tolerate conduct of this nature on its premises and will act to defend its staff and students. I am therefore informing you that should the school staff have any further concerns about your behaviour formal procedures will be followed.

Yours sincerely,

Head Teacher

Model Letter 2

Dear [parent, visitor],

I have received a report about your conduct on (enter date and time).

[Add summary of the incident and of its effect on staff, students and other parents.]

We believe staff, parents and children are entitled to a safe and protective environment in which to work. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the school.

I must inform you that the school will not tolerate conduct of this nature on its premises and will act to defend its staff and students. The Head Teacher has already contacted you on _____. On the advice of the Head Teacher I am therefore informing you that should the school staff have any further concerns about your behaviour you will be asked not to enter the premises and you could be prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

Yours sincerely,

Chair of Governors and Head Teacher

Model Letter 3

Dear [parent, visitor],

I have received a report from the Head Teacher about your conduct on (enter date and time).

[Add summary of the incident and of its effect on staff, students, other parents.]

I must inform you that the school will not tolerate conduct of this nature on its premises and will act to defend its staff and students. On the advice of the Head Teacher I am therefore instructing that (for a temporary period) you are not to reappear on the premises of the School. If you do not comply with this instruction I shall arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500. The withdrawal of permission for you to enter the school premises takes effect straightaway. However, I still need to decide whether it is appropriate to confirm this decision. Before I do so, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received from the Head teacher. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct. To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by (state date ten working days from the date of letter). If on receipt of your comments I consider that my decision should be confirmed, you will be supplied with details of how to pursue a review of the circumstances of your case.

Yours sincerely,

Chair of Governors and Head Teacher

Model Letter 4

Dear [parent, visitor],

Following our discussion on (insert date) relating to the incident (insert details). I would like to thank you for your cooperation with the matter. I am pleased that we were able to resolve the issue without further intervention.

Yours sincerely,

Head Teacher