

# NEWLANDS GIRLS' SCHOOL



## Managing Disruptive Visitors Policy

<b>LAST UPDATED</b>	Jo Capon	June 2025
<b>LAST REVIEWED</b>	June 2025	
<b>POLICY TYPE</b>	Non-statutory	
<b>REVIEW DATE</b>	Every three years – June 2028	
<b>RESPONSIBLE</b>		
Leadership Team	Headteacher – Jo Capon	
<b>APPROVED</b>	School	9 <sup>th</sup> June 2025

**Courage Commitment Compassion**

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## 1 Rational

Newlands is committed to fostering positive relationships with our parents, carers, local neighbours and the wider community. We fully encourage close links with parents and the community. We believe that pupils benefit when the relationship between home and school is a positive one.

Most parents, carers and others visiting our school are keen to work with us and are supportive. From time to time, it is necessary for parents and the school to deal with problems relating to particular pupils. It is important that discussions between parents and staff are conducted in a calm and respectful manner. In most situations this is what happens but, on rare occasions, aggression and verbal or physical abuse can be directed towards members of school staff or members of the wider school community. This can also be the case over the phone or via email.

Newlands expects and requires members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of staff have the right to work without fear of violence, abuse, threat and the right, in an extreme case, of appropriate self-defence.

Violence, threatening behaviour and abuse against school staff or other members of the school community, including other parents and pupils, will not be tolerated. All members of the school community have a right to expect that their school is a safe place in which to work and learn. There is no place for violence, threatening behaviour or abuse in our schools.

We expect parents and other visitors to behave, at all times, in a respectful way towards members of school staff and the wider school community. This policy outlines the steps that will be taken where behaviour is unacceptable.

Examples of the types of behaviour that are considered serious and unacceptable in relation to members of staff and other members of the community, which will not be tolerated, are:

- shouting, either in person or over the telephone;
- swearing, either in person or over the telephone or by email;
- constant emails and/or phone calls which amount to harassment and intimidation, despite the school's best efforts to address a situation;
- inappropriate electronic activity including abusive, misleading, inflammatory or inappropriate content with regard to the school, teachers or pupils on social networking websites such as Facebook and Twitter or in email communication. This also includes parents following staff members on social networking platforms, especially where the member of staff feels this has taken place following a negative interaction;
- hitting, slapping, punching, kicking or pushing;

- physical intimidation, e.g. standing unnecessarily close to a member of staff or another visitor to our schools;
- the use of rude or aggressive hand gestures, including shaking or holding a fist towards another person;
- spitting;
- breaching the security procedures of one of our schools.

This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviours. Whilst the use of such behaviour is unacceptable in all circumstances, Newlands is particularly concerned with protecting students from being exposed to such behaviour (whether or not it is directed at them).

***Unacceptable behaviour may result in the police being informed of the incident or called to the scene if staff feel suitably threatened.***

## **2 Parental/Visitor Access to the School Premises**

Normally parents/carers (and those with parental responsibility) and visitors are granted permission to visit the grounds and buildings of our school in certain scenarios (for parents' evening, functions, meetings and so on). Where there are serious concerns regarding the conduct of a parent/visitor, and possible staff/student safety, the Headteacher will:

- initiate a meeting/dialogue with the individual;
- write to the individual, describing their misconduct, explaining its impact on the school and stating its unacceptability;
- vary the person's access, through the addition of conditions, e.g. enforcing a single point of contact for the individual, restricting the frequency and time that contact will be facilitated;
- warn of the possibility of barring the person's access to the school premises if the misconduct is repeated;
- impose a barring with a review after a fixed period;
- impose a barring without review.

This policy has been agreed by the Governors of the school.

## **3 Procedures**

If an individual behaves in an unacceptable way towards a member of the school community, the Headteacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the Newlands Complaints Policy should be followed. Where all procedures have been exhausted, and aggression or intimidation continues, or where the circumstances otherwise require it, the individual may be banned by the Headteacher for a period of time.

In imposing a barring, the following steps will be taken:

1. the individual will be informed, in writing, that they are barred from the premises, subject to review, and what will happen if the bar is breached, e.g. that police involvement or an injunction application may follow;
2. where an assault has led to a barring, a statement indicating that the matter has been reported to the local police;

3. the Chair of the Governing Body will be informed of the barring;
4. as appropriate, arrangements for meetings at school regarding students and arrangements for students being delivered to and collected from the school will be clarified.
5. If the school receives abusive emails or telephone calls, then it is likely that these will be ended (and reported) and in the case of an email, deleted without response.

## **4 Associated Policies**

This policy should not be read in isolation and should be read in conjunction with other School policies, in particular the Newlands Complaints Policy, which is available on the Newlands website.

## **5 Review**

This policy will be reviewed every three years.