



OAKDENE
PRIMARY ACADEMY

GROWING THROUGH EXCELLENCE

VISITOR CODE OF CONDUCT POLICY

2025-2027

Version Number:

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Academy Link: Lynsey Young

A GREAT
PLACE
**TO BE A
PART OF**

MEMBER OF THE WADE DEACON TRUST

Status	Non-Statutory
Responsible Governors' Committee	
Responsible Person	Ms Lynsey Young
Review Date	January 2027

Oakdene Primary School

Visitor Code of Conduct

We encourage partnerships with our parents and work hard to maintain mutual respect and recognition of shared responsibility for the children.

The code of conduct for visitors to school is that of mutual respect for school staff and children. Included in this is respect for school property and other visitors.

Parents and carers are visitors.

The school expects parents and carers to:

- Respect the caring ethos of the school.
- Understand that parents and teachers need to work together for the benefit of children.
- Demonstrate in their own behaviour that all members of the school community should be treated with respect.
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue.
- Correct their own child's behaviour, especially where it could lead to conflict.
- Approach school staff to help resolve issues.
- Avoid using staff as threats to admonish children.

In order to support a peaceful and safe school environment the school does not tolerate:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, office or other area of school grounds.
- Loud, offensive or inappropriate language, swearing, cursing or displaying temper.
- Threatening to do actual bodily harm to a member of school staff, governor, visitor, parent/carer or pupil.
- Damaging or destroying school property.
- Sending abusive or threatening emails, text/voicemail/phone messages or other written communication.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/carers/staff at the school on Facebook, What's App or other social media sites.
- The use of physical aggression towards another adult or child. This includes physically punishing your own child on school premises.
- Chastising someone else's child.
- Smoking, or consuming alcohol or drugs whilst on school property.
- Bringing dogs or other pets onto school premises.

We thank our visitors for observing this.

Unfortunately, in a very small minority of cases, the behaviour of visitors can cause disruption, resulting in abusive or aggressive behaviour towards staff, other parents or visitors.

This will not be tolerated. All members of the school community have a right to expect that their school is a safe place.

If the parent's behaviour is unreasonable, permission for them to be on the school premises may be withdrawn and they will become a trespasser.

Risk Assessment

A risk assessment has been prepared to protect staff by ensuring:

- On home visits or parents' evenings, no staff member will be in a situation where they are alone.
- That individual consultations will take place in an area where staff may summon help if necessary.
- That two members of staff will see a parent together when it is thought that the consultation could be difficult.

Procedures

If an incident arises, the member of staff should follow these procedures:

- Ask the person to leave or invite them to a room away from a crowded area or classroom.
- Ask a member of the Senior Management and Leadership team for support.
- In the event of violence or aggression, contact the police using 999.

After the Incident

The Head Teacher will:

- Ask the people who witnessed the incident to make witness reports in writing as soon as possible after the incident (See Incident Report Form – Appendix A). Reports must be signed and dated.

- Make it clear that the reports may be disclosed to the perpetrator and the witness should say whether or not they are prepared for this to happen.
- Consider whether the person should be banned or given a warning letter.
- The Head Teacher will discuss this with the Chair of Governors and keep her/him informed.
- If a letter is thought appropriate, a letter will be sent to him or her.

Police Assistance

In the event of a parent/carer (or other person) becoming aggressive or violent, schools **should not hesitate to contact the police using 999**. When the situation does not require immediate Police response, but there is prior knowledge of likely trouble, the Head Teacher may contact the local Police Station or the school's Police Liaison Officer for advice.

Legal Consideration

The school reserves the right to take any necessary actions to ensure that all members of the school community are not subjected to abuse. School premises are private property and parents/carers have been granted permission from the school to be on school premises. However, in case of abuse or threats to staff, pupils or other parents, school may ban parents from entering school.

It is also an offence under section 547 of the Education Act 1997 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned. School is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school. Parents have the right of appeal by writing to the Chair of Governors within ten days of permission to enter the school premises being withdrawn.

APPENDIX 1

INFORMATION LETTER FOR ALL PARENTS/CARERS

Dear Parent/Carer,

Re. Conduct of visitors

I am writing to provide a reminder to all parents, carers, and visitors to our school about expected conduct. At Oakdene Primary School we believe that educating children is a process that involves partnership between parents, staff and the school community, all of whom are entitled to a safe and protective environment in which to work. For this reason, we continue to welcome and encourage parents/carers to participate fully in the life of our school.

However, behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the school and it is with great regret that I feel I must inform you that incidents of unacceptable behaviour towards school staff has increased during this academic year. Behaviour such as these impacts on the whole school community and **we will not tolerate any examples of this for any reason.**

Guidelines

In order to support a peaceful and safe school environment the school will not tolerate parents, carers or visitors exhibiting the following (this is not an exhaustive list):

- Shouting, either in person or over the telephone
- Inappropriate posting on Social Networking sites deemed as bullying
- Speaking in an aggressive/threatening tone
- Physically intimidating, e.g., standing very close
- The use of aggressive hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting e.g., slapping, punching or kicking
- Spitting
- Racist or sexist comments

Should **any** of the above occur on school premises the school may feel it is necessary to take action by contacting the appropriate authorities.

Any concerns you may have about the school must be made through the appropriate channels by speaking in the first instance to the class teacher, followed by members of the Senior Management team, the Head teacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all

concerned. Please see our complaints policy (available on the school website) for further details on making a complaint.

Thank you for abiding by this policy in our school. Together we create a positive and uplifting environment not only for the children but also all who work and visit our school.

Yours sincerely

Ms. L Young
Headteacher

APPENDIX 2

INCIDENT REPORT FORM

This includes trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to personal property.

This form should be completed as fully as possible (please use a continuation sheet if necessary). For an incident involving or witnessed by a child, a member of staff should complete the form on their behalf. However, any discussion between one witness and another should not precede completion of the form, as this might lead to allegations of collusion.

Date of incident

Day of week.....

Time

1. Member of staff reporting incident

Name.....

Work address (if different from school address).

Position.....

2. Personal details of person assaulted/verbally abused (if appropriate)

Name.....

Work address (if different from school address)/home address (if pupil).

Job/Position (if member of staff)

Dept/Section/Class

Age..... Sex.....

3. Details of trespasser/assailant(s) (if known)

4. Witness(es) if any

Name

Address

Age (approx)..... Sex.....

Other information

Relationship between member of staff/pupil and trespasser/assailant, if any.

5. Details of incident

a) Type of incident (e.g., if trespass, was the trespasser causing a nuisance or disturbance and how; if assault, give details of any injury suffered, treatment received etc).

b) Location of incident (attach sketch if appropriate).

.....

c) **Other details:** describe incident, including, where relevant, events leading up to it; relevant details of trespasser/assailant not given above; if a weapon was involved, who else was present?

6. **Outcome:** (e.g., Whether police called; whether trespasser was removed from premises under section 547; whether parents contacted; what happened after the incident; any legal action?).

7.

Other information (to be completed as appropriate)

- a) Possible contributory factors.

.....

- b) Is trespasser/assailant known to have been involved in any previous incidents YES/NO?

.....

- c) Give date and brief details of (b) if known.

.....

- d) Had any measures been taken to try to prevent an incident of this type occurring? If so, what? Could they be improved?

.....

- e) If no measures had been taken beforehand, could action now be taken? If so, what?

.....

- f) Name and contact details of police officer involved, and incident number or crime reference number, as appropriate.

.....

- g) Any other relevant information.

.....

Signed

Date.....

APPENDIX 3A
Model Letter – warning letter from Head Teacher

Dear

Re: Your conduct on school premises on (insert date)

I refer to the incident that took place on school premises today (or insert relevant day) when you (insert details of the incident).

If the Head Teacher did not witness the incident, they may wish to use the following text: I have considered the witness accounts of the incident, (if relevant: including your own), and it would appear (insert details of incident).

Your behaviour falls short of the standard of conduct expected of those visiting the school. I must therefore warn you that if you are involved in a similar incident again, you will leave me with no alternative other than to ban you from coming onto the school site without my written permission.

I do hope that this will not be necessary and that I can rely on your cooperation in this matter.

Yours sincerely

Ms. L Young
Headteacher

APPENDIX 3B
Actual Letter – warning letter from Head Teacher

Dear ???????,

Re: Your conduct on school premises on Wednesday xxxxxxxx

I refer to the incident that took place on school premises on Thursday 8th June when you were called into school to discuss ???????'s behaviour. During the meeting you were rude and intimidating towards school staff.

As a visitor to our school, we expect that you respect our caring ethos and values and work with us for the benefit of your children.

Your behaviour falls short of the standard of conduct expected of those visiting the school. I must therefore warn you that behaviour such as this is not acceptable on school premises and will not be tolerated.

I do hope that you have had time to consider and reflect on your actions and that I can rely on your future conduct when on school premises.

Yours sincerely,

Ms. L Young
Headteacher

APPENDIX 4

Model Letter 2 – Ban from school premises for one week (or so) whilst obtaining the parent's account and views from Head Teacher

Dear

Your conduct on school premises on (insert date)

I refer to the incident that took place on school premises today (or insert relevant day) when you (insert details of the incident).

If the Head Teacher did not witness the incident, the following text may be used: I have considered the witness accounts of the incident, (if relevant: including your own), and it would appear (insert details of incident).

Your behaviour falls short of the standard of conduct expected of those visiting the school. (Omit if this is a first incident – As you will remember, I have previously warned you about your behaviour when I wrote to you on (date)). I have considered the matter very carefully and have decided that you should not be allowed on to the school premises from now until (insert date). During that time, I will review the situation. Before I make a final decision, you may, if you wish, write to me to give me any further information you want me to take into consideration. You have until (insert date) to write to me.

If you need to speak to me or a member of staff about any matter, please telephone and I will make the necessary arrangements and confirm them to you in writing. You will not be allowed to come onto the school site unless you have a letter from me giving you authorisation.

If you do not comply with this ban, you will be guilty of causing a nuisance or disturbance on educational premises. This is a criminal offence under section 547 of the Education Act 1996. If you were to commit this offence, you would be liable to prosecution in the magistrates' court. If you were to be convicted, you would be liable to a fine and a criminal conviction.

I regret that I have had to take this action and hope that I can rely on your cooperation.

Yours sincerely,

Ms L.Young
Headteacher

APPENDIX 5A
Model Letter 3 – Ban from school premises for specified period from Head
Teacher

Dear

Your conduct on school premises (insert date)

I refer to the incident that took place on school premises on (insert relevant day) when you (insert details of the incident). In my letter dated (insert date), I referred to my intention to ban you from the premises and I invited you to make representations to me about this.

I have considered the points you have made to me and I have decided to proceed with the ban for a period of (insert number of weeks or an indefinite period), until (insert date), after which the ban will be reviewed by the Chair of Governors and myself. I will write to you again when this review is going to take place so that you may make written representations, which we will consider. When we have made our decision, I shall write to you to inform you of it together with our reasons.

If you need to speak to me or a member of staff about any matter, please telephone and I will make the necessary arrangements and confirm them to you in writing. You will not be allowed to come onto the school site unless you have a letter from me giving you authorisation.

If you do not comply with this ban, you will be guilty of causing a nuisance or disturbance on educational premises. This is a criminal offence under section 547 of the Education Act 1996. If you were to commit this offence, you would be liable to prosecution in the magistrates' court. If you were to be convicted, you would be liable to a fine and a criminal conviction.

I regret that I have had to take this action and hope that I can rely on your cooperation.

Yours sincerely,

Ms L.Young
Headteacher

APPENDIX 5b

Actual Letter 3b – Ban from school playground for specified period from Head Teacher

Dear ??????,

Re: Your conduct on school premises on Wednesday xxxxxxxxxxxxxx

We refer to the incident that took place on school premises on Wednesday 20th September 2017. Due to this incident, **we must inform you that you will not be allowed onto the school premises at any time without prior permission from a member of the Senior Leadership Team of the school. This includes all areas of the school – playground, office reception area, main school building etc.**

However, due to your expression of regret and apology at a meeting following the incident, you will be allowed to use the front of the school building (office reception area) to bring ????????? into school and collect him at the end of the day.

These arrangements take effect immediately. If you do not comply with this instruction, we may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996.

Details of your behaviour that fall short of the standard of conduct expected of those visiting the school are:

Example: You have used loud and offensive language on the playground towards a member of staff, which could clearly be heard by children, parents and other staff members.

We consider any form of behaviour such as this as serious. The school has appropriate channels for parents to have meetings and discuss concerns with class teachers in a responsible way, channels which you have not followed.

If ?????? is not in school for any reason, you are still expected to contact the school immediately to provide the reason on the morning of his absence. The school will continue to follow its attendance procedure when ????? is not present.

You will be invited to attend any meetings that are held with regards to ?????'s welfare. However, once again we remind you that without prior permission you are not allowed onto the school premises (other than to bring ????? into school and collect him at the end of the day).

This decision will be reviewed in November xxxxxxxxxxxx, by which time it is hoped that you will have considered the impact of your actions. This review will take account of any representations that you may have made and of your subsequent conduct.

We would like to remind you that further instances of unacceptable conduct will result in a complete ban from the school grounds, meaning it will be your responsibility to ensure that another responsible adult will be bringing ????? onto the school grounds and collecting him at the end of the school day.

If you wish to appeal against this decision, please do so in writing and address your concerns to the Chair of Governors at the school address.

Yours sincerely,
Ms. L Young (Headteacher)

APPENDIX 5C

Actual Letter 3c – Ban from school premises for specified period from Head Teacher

Dear ????????,

Re: Your conduct on school premises on Wednesday xxxxxxxxxxxxxx

We refer to the incident that took place on school premises on Wednesday xxxxxxxxxxxxxx. Due to this incident, **we must inform you that you will not be allowed onto the school premises at any time without prior permission from a member of the Senior Leadership Team of the school. This includes all areas of the school – playground, office reception area, main school building etc.** These arrangements take effect immediately. If you do not comply with this instruction, we may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996.

Details of your behaviour that falls short of the standard of conduct expected of those visiting the school are:

- You have used loud and offensive language on the playground.
- You made loud, disparaging and abusive comments about a member of staff. This included the threat to do actual bodily harm to the member of staff.

Following this a meeting was immediately held with you to express concerns with regards to this and how this behaviour is unacceptable. Expectations of conduct for parents and carers were clearly explained. However, despite admitting your conduct on the premises reported above, you refused to recognise that this was threatening and that the level of abusive language was a concern.

This is the second occasion over the course of this academic year that you have been involved in a serious breach of the Visitor's Code of Conduct, having previously been banned from the playground for a 6-week period.

For the duration of this decision, you may bring ?????? to school and collect him at the end of the school day, but you must not go beyond the first set of school gates. If ?????? is not in school for any reason, you are still expected to contact the school immediately to provide the reason on the morning of his absence. The school will continue to follow its attendance procedure when ?????? is not present.

This decision will be reviewed on xxxxxxxxxxxxxx, by which time it is hoped that you will have considered the impact of your actions. This review will take account of any representations that you may have made and of your subsequent conduct.

If you wish to appeal against this decision, please do so in writing and address your concerns to the Chair of Governors at the school address.

Yours sincerely,

Ms. L Young
Headteacher

APPENDIX 6

Model Letter 4 – Unban from school premises from Head Teacher

Dear

Your conduct on school premises on (insert date)

On (insert date) I wrote to you informing you that I had temporarily withdrawn permission for you to come onto the school premises. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to let me have your written comments on this incident by (insert date).

I have not received a written response from you/I have now received a letter from you dated (insert date), the contents of which I have noted. (delete either sentence as appropriate).

(However) in the circumstances, (insert detail) I have decided to restore to you the permission to come onto the school premises, with immediate effect.

Nevertheless, I remain very concerned at the incident which occurred on (insert date), and I must warn you that if there is any repetition of your behaviour on that occasion, I shall not hesitate to withdraw permission for you to come onto the premises again.

Yours sincerely,

Ms. L Young
Headteacher