



Moorside Primary School and Nursery Visitor Behaviour and Communication Policy 2024-2026

Date:	Review Date:	Coordinator:	Nominated Governor:	
27.9.24	September 2026	Mrs C Rowett	Mr C Lea	
Headteacher:		Mrs C Rowett	Date:	27.9.24
Chair of Governors:		Mr C Lea	Date:	27.9.24

Expectation of Behaviour and Communication

Whilst the public are on our premises there is an expectation that behaviour by both staff and visitors, including parents / carers of pupils, will meet certain standards.

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 Headteacher. 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, both through face to face communication and via telephone/email. If staff are subjected to unacceptable behaviour, they have been instructed to end the discussion with you and inform you of the reason(s). You may be asked to leave the premises and arrange an alternative meeting time involving a member of the Leadership Team. A letter to confirm the reason(s) why you were asked to leave or end a conversation 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 our premises.

The following behaviours are unacceptable:

- swearing, spitting, shouting, threatening words or gestures
- entering another's personal space
- physical intimidation and the use of force such as pushing, pulling, poking, prodding etc.
- racist, ageist, homophobic and sexist comments
- heavy petting or inappropriate sexual behaviour
- being under the influence of drugs or alcohol whilst on our premises
- smoking whilst on our premises / by entrances where children have to pass by
- addressing the behaviour of children other than your own without parental consent or presence
- speaking to or about our children in our school in a degrading or derogatory manner (this is on the premises as well as via social media).

Care should also be taken that your clothing will not offend. Individuals should be fully clothed on our premises. Clothing should be appropriate and not bearing any words / slogans which are unacceptable such as:

- racist, ageist, homophobic or sexist comments
- swear words
- graphic cartoons / symbols

Policy Aims/Objectives

The aim of this policy is to ensure, as far as we reasonably can, the safety of all staff and children who have contact with the public. Whilst it is important for the public, including parents / carers, students, and family members that they are treated fairly and without discrimination, it is equally important that all staff are treated similarly by the public.

By having a clear understanding of what constitutes unacceptable behaviour and a consistent procedure for responding to situations where behaviour is unacceptable, it is hoped that the public will gain an understanding of the boundaries and that staff will feel reassured that should they find themselves in this situation, there is a process to resolve it.

Consequences of unacceptable behaviour:

Step one

1.1 On the first instance of an individual's behaviour being unacceptable, they will be immediately informed of this and asked to regain their composure. If necessary staff should withdraw from the area and wait for the individual to become calmer. If they do regain their composure and are able to proceed in an acceptable manner the interview/discussion should be completed. The member of staff should complete the Violence and Abuse Report. No further action against the individual should be necessary.

1.2 If staff are concerned that the individual has not been able to regain their composure they should ask them to leave the premises. If the individual leaves, albeit reluctantly, the member of staff should complete the Violence and Abuse Report Form and Step two should be applied.

1.3 If they do not do so, or they react to this request in a violent manner, the police should be contacted and Step 4.2 should be applied.

Step two

2.1 The individual should be contacted formally by letter to confirm of the Statement of Expectation of Behaviour. They should be offered an appointment to discuss the incident and/or the matter which gave rise to their behaviour in a calm and cooperative manner.

When the individual attends the meeting, they should not be seen by a lone member of staff.

2.2 If the incident was of such severity that their presence, even for the purposes of this meeting, is considered to present an unacceptable risk, the individual should be advised to submit their case in writing with details of the person to write to and the date by which written representation should be received.

2.3 They should also be advised that failure to attend the meeting or to submit their case in writing will mean a decision is taken in their absence.

2.4 If you suspect that the individual may have literacy needs, which would inhibit their understanding of the correspondence sent to them, this should be established so as to investigate alternative methods of communication. This may include the use of the translation service, relaying the information by telephone or the inclusion of an advocate into the arrangements.

Step three

3.1 If, at the meeting the individual presents acceptable behaviour, i.e. is calm and understands the actions that the manager has taken, and dialogue relating to the underlying concern is possible no further action should be taken.

3.2 If however, the individual presents unacceptable behaviour at the meeting they will be advised to leave the premises as in Step one.

Step four

4.1 The individual should be advised, in writing, that as a second incident of unacceptable behaviour has occurred, an application has been made to the Legal Department that will result in their being prohibited from the premises.

4.2 In extreme circumstances where the risk to the safety of staff is high, an immediate prohibition can be issued, with details of the reasons why such action was considered appropriate.

Step five

Legal Services should be contacted with regard to prohibiting the individual from the premises. The prohibition should state the date the prohibition takes effect and the date on which it will be reviewed.

Step six

6.1 If the individual adheres to the prohibition and does not present unacceptable behaviour at the agreed review time, they should be invited to discuss the lifting of the prohibition. However, they should also be assured that any return to unacceptable behaviour will result in the reinstatement of the prohibition.

6.2 If the individual does not adhere to the terms of the prohibition Legal Services should be informed immediately with the details of the contravention, including witness statements to support the information. It is not acceptable to report third party information that the individual did not adhere to the prohibition. The persons citing the individual must provide a statement confirming the time and details that the event took place.

Step seven

Legal Service should turn the prohibition into an injunction with power of arrest. This will be served on the individual at their home address.

Step eight

8.1 The presence of the individual once an injunction has been served should result in a call to the police to undertake the arrest.

8.2 The adherence to the injunction by the individual should result in a review as in Step 6.1.

Telephone conversations

This Policy's remit also includes telephone conversations and emails that are of an offensive nature. In this circumstance, the same actions will be taken as unacceptable face to face communication.

Social Media

The school take degrading comments, which include defamation of character towards professionals working with children or the children seriously, both through parent messaging groups or via social media. Any degrading comments that bring a member of the school's reputation into disrepute should be reported to the Headteacher immediately. The school has an open-door policy, so any issues or incidents should be dealt with between staff and parents in a professional manner, to protect the children and their right to anonymity with regards to their education and well-being. Negative comments on social media are rarely solution-orientated, and where staff are named or able to be identified from such posts, legal action may be taken.

Acceptable Behaviour

The aim must always be that an individual can access services and premises in a safe and non-abusive manner and that staff feel safe and secure in providing those services. The opportunity for the individual to demonstrate acceptable behaviour must be made available to them and thereby the removal of whichever step in the process their behaviour has achieved.

Reporting Incidents

All incidents of violence and abuse must be reported to the Headteacher and Governors via the appropriate form. Information may be shared with other Local Authority and/or Council external agencies.

Training

Appropriate staff training will be undertaken as required.

Complaints Policy

A copy of this is available on the School's Website. A hard copy of this and any other policy may be requested, free of charge, from the School Office.