WOODBRIDGE
TRUST

Visitor Code of Conduct

A Woodbridge Trust Policy

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Approved by:	Finance & Resource Committee

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1. Introduction

1.1. We are very fortunate to have supportive and friendly parent/carer bodies. Our parents/carers recognise that educating children, young people and young adults is a process that involves partnership between parents/carers, teachers and the academies community.

1.2. As a partnership, our parents/carers will understand the importance of a good working relationship to equip children, young people and young adults with the necessary skills for their future. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our academies.

1.3. Our Trust values and ethos require that all members of our academies can expect to be treated reasonably and with respect. Woodbridge Trust further has a duty of care to its employees and volunteers to protect them from behaviour which is rude, intimidating, abusive, aggressive or threatening.

*Reference to visitors within policy includes contractors.

2. Purpose and Scope

2.1. The purpose of this policy is to provide a reminder to all parents/carers and visitors to our Trust settings about the expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding.

3. Guidance

3.1. We expect parents/carers and visitors to:

- Respect the expectations and values of our settings
- Understand that both Trust staff and parents/carers need to work together for the benefit of their child, young person or young adult
- Demonstrate that all members of the Trust communities should be treated with respect and therefore set a good example in their own behaviour and conduct especially in front of a child, young person or young adult.
- Seek to clarify a child/young person or young adult's version of events with the setting's view in order to bring about a peaceful solution to any issue
- Approach the Trust setting directly to help resolve any issues of concern, rather than posting on social media etc.

3.2. We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. However we understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships. Where issues arise or misconceptions take place, please contact the main office who will disseminate your query to the appropriate member of Trust staff to help resolve any issues of concern. Where issues remain unresolved, please follow the setting's complaints procedure. This is available on the setting's website or a copy can be requested from the office.

3.3. This code of conduct aims to clarify the types of behaviour that will not be tolerated and seeks parental and visitor agreement to these expectations.

3.4. The code of conduct also sets out the actions the setting can take should this code be ignored or where breaches occur.

3.5. Whilst we are confident that all parents and visitors will work in respectful partnership with us, it is important to be clear that certain behaviours will not be tolerated. These include:

- Disruptive behaviour which interferes or threatens to interfere with any of the setting's normal operation or activities anywhere on the settings' premises.(including social events)
- Any inappropriate behaviour on the setting's premises.
- Using loud or offensive language or displaying temper.
- Threatening in any way, a member of staff, governor, trustee, visitor, fellow parent/carer or student.
- Damaging or destroying the setting's property.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the Trust community.
- Defamatory, offensive or derogatory comments (direct or implied) regarding the setting or any of the students, parents, staff and governors at the setting, including unfounded and/or blanket comments about the professional competency or motivation of staff or volunteers, on social media platforms. This also includes any incidents that involve cyber bullying
- Disciplining another person's child, young person or young adult
- The use of physical, verbal or written aggression towards another adult or child, young person or young adult. This includes physical punishment of your own child, young person or young adult on a setting's premises.
- Smoking/vaping, taking illegal drugs or the consumption of alcohol on the setting's premises. (Alcohol may only be consumed during authorised events when the setting is licensed appropriately)
- Dogs being brought on to the settings' premises. (other than guide dogs)
- Language or actions which breach our commitment to Equality and Diversity, for example, racist, sexist, LGBTQ-phobic
- Use of equipment to record conversations with members of staff, academy councillors or trustees without their consent

3.6. This applies to personal interaction and also all telephone, email, text, letter or social media communications.

3.7. Should any of the above behaviour occur on any of our premises the setting may feel it is necessary to contact the appropriate authorities and if necessary, even prohibit the offending adult from entering the setting's grounds.

3.8. We trust that parents, carers and visitors will assist our settings with the implementation of this policy and we thank you for your continuing support.

4. Use of mobile phones / devices

4.1. Parents, carers and visitors are not permitted to take photographs or recordings of pupils unless they are attending Trust or school events. Photographs and recordings taken at such events should be for domestic purposes only and should not include any child other that their own. The Trust asks that parents, carers and visitors do not post any images

or videos that include any child other than their own child on any social media or otherwise publish those images or videos.

4.2. Parents, carers and visitors are not permitted to use their own mobile devices whilst in lessons or when working with pupils. This includes making or receiving calls, or sending texts.

4.3. Parents, carers and visitors are not permitted use Meta glasses or similar devices to take pictures or recordings of pupils.

4.4. Parents, carers and visitors are not permitted to use recording functions on mobile devices, smart watches or Meta glasses to record staff or meetings without prior consent.

4.5. Tracking devices such as air tags must not be placed on a child or any of their belongs under any circumstances.

5. Harassment against staff

5.1. We are committed to providing a safe, respectful, and inclusive environment for all staff, visitors, and contractors.

5.2. Parents, carers and visitors must:

- Treat all individuals with courtesy, dignity, and respect at all times.
- Refrain from any behaviour that could be considered harassment, bullying, intimidation, or discrimination, including unwanted comments, gestures, or physical contact.
- Avoid language or actions that may cause offence or discomfort.
- Refrain from sending or sharing offensive emails, text messages or social media content to, or about, staff or other members of the school community

5.3. Harassment by visitors towards employees, contractors, or other visitors will not be tolerated.

5.4. Any breach of this Code may result in immediate removal from the premises and, where appropriate, further action in line with applicable laws.

5.5. By entering our premises, you agree to comply with this Code of Conduct.

6. Risk Assessment

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

- In the event of home visits, two members of staff will attend together.
- 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.

7. Staff Procedures

7.1. 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 leadership team for support.
- In the event of violence or aggression, contact the police using 999.

8. Breaching the Code of Conduct

8.1. If the Trust or academy suspects, or becomes aware, that a parent/carer or visitor has breached the code of conduct, the academy will gather information from those involved and speak to the parent/carer or visitor about the incident.

8.2. Depending on the nature of the incident, the academy may then:

- Invite the parent/carer or visitor in to the academy to meet with a senior member of staff or the Head of School/College/Service
- Send a warning letter to the parent/carer or visitor requesting that the behaviour ceases.
- Contact the appropriate authorities (in cases of criminal behaviour).
- Seek advice from the Trust's legal team regarding further action (in cases of conduct that may be libellous or slanderous).
- Prohibit the parent/carer from entering the site (usually for a limited period in the first instance)*.

*The final decision for how to respond to breaches of the code of conduct rests with the CEO. The Heads of each setting will consult the CEO before banning a parent/carer from site.

8.3. If a prohibition from site is appropriate, the CEO will give the parent/carer an opportunity to make representations about this before finalising the prohibition. If the CEO considers it unwise to allow the parent/carer back on the premises at this time, they will impose a temporary prohibition for a week, to give the parent an opportunity to make representations in writing. As soon as this happens, the CEO will write to the parent/carer informing him/her of the decision to extend the prohibition or not to renew it after the initial week has elapsed. If a prohibition is renewed after the initial week, the CEO will impose any further prohibition for a fixed period of time and explain that they will review the prohibition from premises at the end of that period.

8.4. The setting will always respond to an incident in a proportional way. Our aim is always to find a peaceful and acceptable solution to all issues and disagreements.

9. Police Assistance

9.1. In the event of a parent (or other person) becoming aggressive or violent, settings **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 setting's Police Liaison Officer for advice.

9.2. Should a person infringe their withdrawal of permission, they will be treated as a trespasser and the police will be called.

9.3. We would expect that parent/carer would make all persons responsible for collecting your child, young person or young adult aware of this policy

Approach to dealing with breaches of the Parent and Visitor Code of Conduct

