



St. Matthew's
Roman Catholic High School
VOLUNTARY ACADEMY



DIOCESE OF SALFORD

Expected Behaviour of Visitors Policy

Reviewed:

January 2025

To be reviewed:

January 2027



We **Pray**
We **Care**
We **Achieve**

MISSION Statement



St. Matthew's
Roman Catholic High School

All policies and procedures are underpinned by our School Mission Statement:



WE PRAY

As a community with Christ and with the teachings of the Gospel at our centre, shown in the things we do and in the ways we worship together.



WE CARE

For everyone in our school community, respecting them as individuals created by God and recognising and celebrating talents and successes. We see caring for others in the world outside of our school as part of our Christian responsibility.



WE ACHIEVE

The best we can in all aspects of school life by learning in lessons, succeeding in examinations and committing to extra-curricular activities.



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PURPOSE AND SCOPE

Governors at St Matthew's RC High School are very fortunate to have a supportive and friendly community. Our parents and carers recognise that educating pupils is a process that involves partnership between parents and the school. We welcome and encourage parents and carers to participate fully in the life of our school and we will act to ensure it remains a safe place to learn and work. The vast majority of the parents and carers are keen to work with us and are supportive of the school's work. If a parent or carer has concerns, we will always listen and seek to address them. We expect all members of our school community to behave in a reasonable way but sadly, there are occasions when behaviour by parents, carers and visitors to the school is considered unacceptable. This policy outlines the steps that will be taken in those circumstances.

VISITORS CODE OF CONDUCT

In addition to following the guidance set out in our Home-School Agreements, we expect visitors to:

- Respect the inclusive, caring values and ethos of the school
- Understand that the values and ethos of the school encompass relationships with staff and volunteers
- Demonstrate that all members of the school community are to be treated with dignity and respect
- Respect, and cooperate with the schools' policies, processes and procedures
- Recognise that school staff are endeavouring to act in the best interests of the child/ren involved in the event
- Approach the school in a proportionate way to resolve any issues of specific concern
- Recognise that school staff have many competing duties during a typical day which may mean that they are not immediately available, for example, staff should not be expected to respond to queries with an unrealistic time-frame e.g., staff may not be able to respond on the same day
- Understand that requests for meetings without appointment or for an unspecified reason cannot be accommodated and allow time for staff to look into and respond to a query/ issue rather than seeking a meeting in the first instance
- Respond calmly when any incident is reported by a child or young person and contact us to clarify what has happened, so that issues can be resolved swiftly and positively
- Use our Complaints policy appropriately to raise concerns and complaints

We are obliged to secure a safe and calm environment, and to support the well-being of all members of our school community. We cannot accept, and will not tolerate, any of the following behaviour towards any child or adults:

- Disruptive behaviour which interferes with, or threatens to interfere with, the normal business of the school
- Violence or the threat of violence
- Shouting or raising of the voice
- Speaking in an aggressive or threatening tone
- Abusive or aggressive communications
- Physical intimidation e.g., standing close, blocking exit
- Physical contact
- Swearing
- Spitting
- Language or actions which breach our commitment to Equality and Diversity, for example, racist, sexist, LGBTQ-phobic
- Behaviour which causes staff or volunteers to feel uncomfortable or bullied
- Threats of non-violent action designed to intimidate staff or volunteers
- Defamatory, offensive or derogatory comments (direct or implied) about any member of the school community, including unfounded and/or blanket comments about the professional competency or motivation of staff or volunteers
- Damaging of school property
- Approaching someone else's child in order to chastise them because of their actions towards their own child
- Smoking, vaping or consuming drugs or alcohol whilst on school property
- Bringing animals onto school premises (other than assistance dogs)

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

Recording of Meetings Policy for Visitors

St Matthew's RC High School is committed to maintaining a respectful and professional environment for all meetings and discussions. To ensure confidentiality, trust, and open communication, it is strictly against school policy for any visitor to record meetings using electronic devices (including but not limited to mobile phones, tablets, and recording devices) without the express permission of all those in attendance. There may be a perfectly good reason why somebody wishes to record the meeting, but this should be done in full knowledge of everyone present.

If a visitor requires a record of the meeting, a written summary, including key actions, can be provided upon request. This policy is in place to protect the privacy and integrity of discussions and applies to all visitors attending meetings within the school.

Visitors who do not comply with this policy may be asked to stop recording immediately or, in serious cases, be required to leave the premises.

Unacceptable behaviour may result in:

- A letter from the school requesting that the behaviour ceases
- An invitation to attend a meeting to discuss and address the behaviour
- Restrictions on the school's response to communications (any restrictions will be detailed in a letter to the parent/s or visitor concerned)
- A ban on entering school premises (usually for a limited period in the first instance)
- Complaints/communications being deemed vexatious
- Information being passed to the police
- Police being called to remove people from the premises
- The school taking legal or local authority advice

COMPLAINTS

This Code of Conduct does not prevent parents or visitors raising legitimate concerns or complaints.

STEPS TO BE TAKEN IF AN INCIDENT OCCURS

STEP 1: VERBAL WARNING

The Headteacher (or member of SLT) will speak to the person or persons perpetrating such an incident, privately. It will be put to them that such behaviour is unacceptable and an assurance will be sought that such an incident will not be repeated. If staff experience abusive or threatening telephone calls, they will cease the conversation immediately. If staff experience abusive or threatening behaviour from families when collecting or dropping pupils off at their homes, they will leave the home immediately with the child in the care of their family. It will be stressed on these occasions that repetition of such an incident will result in further more serious action being taken. If the Headteacher has been subject to abuse this will be done by the Chair of Governors (or another appointed governor).

STEP 2: WRITTEN WARNING

If a second incident occurs involving the same person or persons, the headteacher will write to the adult(s) informing them once again that this conduct is unacceptable. As for Step 1, if the Headteacher has been subject to abuse this will be done by the Chair or Governors or other appointed governor. NB: Any incidents of violent conduct would immediately proceed to step 4.

Any act of actual or threatened violence will be referred to the police immediately.

See STEP2 example letter.

STEP 3: EXCLUSION FROM SCHOOL PREMISES

If such an incident recurs or if an initial incident is considered serious enough, the Chair of Governors (or other appointed governor) would enforce an exclusion from school premises.

If an individual's behaviour is causing a significant level of disruption, regardless of whether or not they have raised a complaint, the school can implement a tailored communication strategy. For example:

- restrict the individual to a single point of contact via an email address
- limit the number of times they can make contact, such as a fixed number of contacts per term, however, regardless of the application of any communication strategy, the school will provide parents and carers with the information they are entitled to under The Education (Pupil Information) (England) Regulations 2005, within the statutory time frame.

STEP 4: REMOVAL BY POLICE

If, following a decision to exclude a person from the school premises, that person persists in entering school premises, they may be removed by the police as a trespasser under Section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986. All parents, even if excluded from school premises, are not excluded from the rights to access to school and have a right to seek an appointment to speak to school staff about their child's educational progress.

Appendix 1

Example warning letter

Dear

In line with expectations of visitors to the school, I am writing to advise you formally that your behaviour towards our staff on (DATE) was totally unacceptable and I have taken advice from our Trust on how to proceed.

I am not prepared to continue to accept such behaviour. If parents are unhappy about any aspect of their child's education, they can arrange to have a meeting at an appropriate place and time. One has been organised for (DATE). The purpose of this meeting is to discuss (STUDENT NAME) ongoing educational requirements.

In the circumstances, I must ask you not to approach any of my staff directly until further notice, though you will still be able to make contact via (INSERT)

For the future, I must inform you that any repetition of such behaviour towards any of the school staff, pupils or others connected with the school, will be followed by an immediate withdrawal of permission for you to enter the school premises.

Should you wish to discuss the contents of this letter please make an appointment to (INSERT) via the school office. Any special needs in terms of access to the school or communication difficulties should be indicated in advance so that appropriate arrangements can be made.

Yours sincerely

Headteacher
Cc: Chair of Governors

Appendix 2

Example exclusion from school letter

Dear

Further to my previous letter dated (INSERT), regarding your conduct towards staff at St Matthew's RC High School, I have now withdrawn permission for you to come onto the premises. I have made this decision with full support from the Emmaus Trust and our Chair of Governors, following a further incident on (DATE) where (INSERT BRIEF SUMMARY)

I am therefore instructing that, until further notice, you are not to come onto the premises of the school without the prior knowledge and approval from myself. If you do not comply with this instruction, I shall arrange for you to be removed from the premises of the school. If you cause a nuisance or disturbance on the premises, you may 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. Even though we have taken this decision, myself and staff at St Matthew's RC High School remain committed to the education of your child(ren), who must continue to attend school as normal.

This decision will be reviewed again (insert review date which should be within a reasonable period and no longer than six months). When deciding whether it will be necessary to extend the withdrawal of permission to come onto the school premises, consideration will be given to the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you; and any evidence of your co-operation with the school in other respects. If you wish to pursue the matter further you have a right to complain under the School's Complaint Policy to a panel of school governors who have not been involved previously and who will consider the circumstances of the decision to withdraw permission for you to come on to the school site. You can make your complaint by writing to the Clerk to the Governors; Mrs K Gibson via contact@smrchs.com. Any special needs in terms of communication difficulties should be indicated in advance so that appropriate arrangements can be made. The school and Manchester City Council has a duty of care towards its staff and also those who carry out work on behalf of the Council.

Yours sincerely

Headteacher
cc: Chair of Governors



St. Matthew's

Roman Catholic High School
VOLUNTARY ACADEMY

Contact

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