



EXTERNAL VISITORS' POLICY

October 2025

Next review date:	October 2026
Author:	Headteacher
Reviewed by:	Ethos & Pastoral Committee
Issue to staff:	Y/ N
Website:	Y/ N

1 Introduction

Visitors are welcome to The Deanery Church of England High School and often make an important contribution to the life and work of the school in many different ways. It is the school's responsibility, however, to ensure that the security and well-being of its pupils is not compromised at any time. The school is equally responsible to the whole school community for ensuring that visitors comply with the guidelines herein.

2 Policy responsibility

To safeguard all pupils under our responsibility when at school, or when participating in arranged activities under our direction out of school and after school. The aim is to ensure that our pupils are able to learn and enjoy extra-curricular experiences, in an environment where they are safe from harm.

3 Objectives

To have in place a clear protocol and procedure for the admittance of external visitors to the school which is understood by all staff, governors, visitors and parents and conforms to safeguarding children guidelines as set out by the DFE.

4 Where and to whom the policy applies

The school is deemed to have control and responsibility for its pupils anywhere on the school site, during normal school hours, during after school activities and on school organised (and supervised) off-site activities. This policy applies but is not limited to:

- a. All external visitors entering the school site during the school day, or for after-school activities (including peripatetic tutors, sports coaches etc).
- b. All staff employed by the school.
- c. All governors of the school.
- d. All parents.
- e. All pupils.
- f. Any Education personnel (Local Authority Advisors, Inspectors).
- g. Supply Staff should have photo identification with them along with the DBS confirmed
- h. Building and maintenance contractors.

5 External visitors

Staff are required to be familiar with the DFE statutory guidance on Keeping Children Safe in Education in relation to: *preventing unsuitable people from working with children and young persons in the education service*. This policy applies to all visitors invited to the school by a member of staff.

6 Protocol and Procedures

- 6.1 All visitors must report to Main Reception on arrival to sign in. They must not enter the school by any other entrance.
- 6.2 Once at Main Reception, all visitors must state the purpose of their visit and who has invited them. They should be ready to produce formal identification if requested.
- 6.3 All visitors will be asked to sign in/out using the school's electronic visitor system. If the system is not working visitors are asked to sign in on a paper signing in/out.
- 6.4 All visitors must read the safeguarding information as displayed on the school's electronic visitor system. The information is also printed on the back of lanyards, along with the emergency evacuation procedure.
- 6.5 All visitors are informed verbally of the meeting point in case of a fire.
- 6.6 All visitors will be issued with an ID badge which must be worn at all times whilst on the premises.
- 6.7 A green lanyard identifies visitors who are DBS cleared and **can be unaccompanied** around the site. A red lanyard identifies visitors who are not DBS cleared and **must not be unaccompanied** around the site.
- 6.8 Visitors will be met and escorted by their point of contact. The contact will then be responsible for them while they are on site, ensuring the appropriate level of supervision.

- 6.9 In case of fire evacuation, the point of contact must ensure that the visitor is escorted to the appropriate visitor assembly point.
- 6.10 On departure, visitors must leave via Main Reception to ensure they are signed out. They must return their visitor badge to the Receptionist.
- 6.11 Visitor parking is not permitted on the staff car park. There are a limited number of visitor parking spaces but public car parks are available in close proximity to the school.

7 Unknown/uninvited visitors

- 7.1 Any visitor to the school site who is not wearing a visitor badge will be politely challenged to enquire who they are and their business on the school site. They will be escorted to Main Reception to sign in and be issued with a visitor badge and then be escorted by the member of staff at all times. In the event that a visitor refuses to comply, the Headteacher or Deputy Headteacher should be immediately informed and the visitor will be asked to leave the site immediately. The Headteacher/Deputy Headteacher will decide if it is necessary to inform the police.
- 7.2 If an unknown/uninvited visitor becomes abusive or aggressive, they will be asked to leave the site immediately and warned that if they fail to leave the school grounds, police assistance will be requested. The Headteacher/Deputy Headteacher will decide what further action to take, which may include seeking legal advice or police contact.

8 Aggressive or abusive visitors

- 8.1 The Deanery Church of England High School will not tolerate physical or verbal abuse or aggressive behaviour directed towards any member of staff, students, visitors or volunteers and will take appropriate action to calm and diffuse any situation which may arise in a fair and consistent manner.
- 8.2 Where conflict cannot be resolved or diffused, or there is a possibility of imminent physical harm towards an individual or school property, the school reserves the right to call upon the Police to intervene. The school also reserves the right to consider banning an individual from the school site as a result of their abusive or aggressive behaviour.
- 8.3 If a visitor begins to exhibit aggressive or abusive behaviour towards any member of staff, student, visitor or volunteer whilst on the premises, the nearest member of staff will:
- Contact the most senior member of staff available to inform them of the situation. Where possible, the senior member of staff will attend and take charge of further actions.
 - If the visitor is complaining about a member of staff they must not be allowed access to a staff member about whom they are complaining. No member of staff should compromise their safety by trying to deal with an aggressive visitor and should always call another member of staff.
- 8.4 If it is safe to do so, the senior member of staff will:
- Try to get the complainant to sit quietly in a private room and invite another member of staff to join them. Leave clear access to the door, leaving the door open. If this is not possible, ensure the area is cleared of unnecessary people who could be at risk from harm should the situation escalate.
 - Explain that what the complainant saying is important, that the individual they are concerned about is not available but the school wants to hear what they have to say.
 - Take notes whilst the complainant is speaking and check with the complainant both during and at the end of their statement to ensure the information they have provided is accurately recorded.
 - Explain that the information they have provided has been taken seriously and will have to be passed to the relevant member of staff who will investigate and respond directly to them. Confirmation that the school has the complainant's correct contact details should be obtained.
 - Explain that the investigation may take several days but that the relevant member of staff will contact them.
 - Explain that if they are not satisfied with the response from the school, they may take their complaint to the Governing Body.
 - Offer a copy of the school's Complaints Procedure.
 - Try to get them to leave in a calm and quiet manner.

- 8.5 If, at any stage, matters start to get out of control:
- The interview will be terminated as politely as possible.
 - Additional help will be summoned.
- 8.6 In extreme cases, (e.g. threatened or actual physical violence or assault, refusal to leave the premises) the interview should be terminated as politely as possible and additional help should be summoned. In extreme cases the senior member of staff should summon the Police immediately.

9 Abusive telephone calls

If a parent, carer or member of the public begins to display aggressive or abusive behaviour (e.g. use of inappropriate/foul language or verbal threats) towards any member of staff during a telephone call, the member of staff should:

- Calmly state that the language used is unacceptable and that they will end the call if it continues.
- Try to establish the name and contact details of the complainant (and the nature of their complaint if possible) and state that a senior member of staff will return their call as soon as possible.
- End the call. Make notes of what was said immediately upon terminating the call and report the incident to a senior member of staff.

10 Written abuse

- 10.1 If a member of staff receives written correspondence (e.g. letter, email or text) of a threatening or abusive nature from a parent, carer or member of the public, this should be immediately reported to a member of the Senior Leadership Team, with a copy retained for evidence.
- 10.2 The receiving member of staff will not reply to the correspondence without first agreeing the response with the SLT member (or, if preferred, the SLT member will respond on their behalf). Whilst the school will make every effort to resolve any issue raised by the complainant, consideration may also be given to involving the Police, especially where threats of violence have been made.
- 10.3 All instances of aggressive behaviour will be reported via the appropriate form (Appendix 1) and transferred to a central log in Q:\Visitors\Log of Visitors & Callers - RA and Log

11 Banning an individual from the school premises

- 11.1 The school reserves the right to impose a ban from the school premises on anyone who has demonstrated aggressive or abusive behaviour towards any member of staff, student, visitor or volunteer at the school.
- 11.2 The decision will be made by the Headteacher, in consultation with the Chair of Governors, and the length of any ban will be proportionate to the nature and circumstances of the incident.
- 11.3 In the case of a parent/carers, prior to a ban being imposed (except in urgent situations), the Headteacher shall write to the individual indicating that a ban from the premises is being considered, stating the reasons for this and the date (usually 5 school days) by which any written representations by the individual should be received by the school before the decision is made.
- 11.4 In urgent situations, the Headteacher may impose an immediate temporary ban in writing and provide the parent/carers with the opportunity to make written representations (within 5 school days) prior to formalising any extension to the ban.
- 11.5 Where the decision to impose a ban is made, notification of the ban will be in writing and will clearly state:
- The reason for the ban being imposed.
 - The date of commencement of the ban.
 - A date by which any written representations by the individual should be received by the school.
 - A date for review of the ban and how this will be arranged (including any reparation that may be required by the school, e.g. a written apology).
- 11.6 Provision to be made (if a parent/carers) for access to their child during the school day (e.g. should an emergency occur) and the process to be followed should the parent/carers wish to contact the school or need to attend meetings in school.
- 11.7 What action will be taken to remove the individual from the premises should the ban be breached*.

- 11.8 Any ban from the premises will be provisional until parents have been given the opportunity to make formal representations. The ban can then be confirmed or removed. Alternatively, the school can choose to serve a notice of intent, invite the parent to make representations within a certain deadline and then decide whether or not to ban. Any ban should be subject to review within a reasonable timescale. Allowing the parent a reasonable opportunity to make representations is an essential part of the process and has been upheld as necessary in Court. ** Section 547 of the Education Act 1996 states that any person unlawfully present on the premises and causing or permitting nuisance or disturbance to the annoyance of persons who lawfully use the premises, is guilty of any offence, may be removed from the premises by a police constable or authorised person and is liable to be fined.*
- 11.9 The **maximum** period before a review of a ban will be 20 school days. The banned individual will be invited to make written representations and to attend a review meeting (accompanied by a friend or relative if required) with the Headteacher and a panel of Governors (this may take place away from the school site if appropriate). The Governors' panel will review the ban and consider whether to lift it, make it permanent or continue for a further specified period.
- 11.10 The Headteacher may remove the ban at any time prior to the review date if an appropriate resolution has been reached. Any ban imposed will not prevent or affect the outcome of the school's investigation into any complaints raised by the individual. These will be handled in line with the school's Complaints Procedure. Please see model letters (Appendix 2).

12 Governors

All governors must comply with Disclosure Barring Service (DBS) procedures. The school must check all Governors' DBS certification is current at the beginning of the academic year. Governors should sign in and out using the visitor badge provided at the start of each academic year.

13 Staff Development

As part of their induction, new staff will be made aware of this policy and asked to ensure compliance at all times.

14 Monitoring & Evaluation

The suitability and impact of all visitors invited into school to work with children will be assessed at the end of each visit and a decision made as to further involvement.

Appendix 1

AGGRESSIVE BEHAVIOUR INCIDENT REPORT FORM				
Name of victim:		Role within school:		
Date of incident:		Location of incident:		
Name of perpetrator:				
Nature of incident (tick as appropriate)				
Physical assault		Verbal abuse (face to face)		
Verbal abuse (telephone)		Other		
Details of incident:				
Incident witnessed by:				
Date reported to Headteacher:				
Signed:		Dated:		
Outcome/action taken				
Reported to governors (please tick)?	Yes		No	
Date outcome advised to victim:				
Signed (Headteacher):				
Date:				

Appendix 2

Model letter 1: This is an initial warning letter which can be sent by the Headteacher when it is felt that further serious incidents will warrant a ban.

Dear

In line with expectations of adult visitors to the school, as outlined in our policy, I am writing to advise you formally that your behaviour towards on was totally unacceptable and I have taken advice on how to proceed.

Or

I am very concerned about the unsatisfactory nature of our meeting/telephone conversation on and I have taken advice on how to proceed. (Add summary of incident and its effect on staff and pupils). I have now been able to investigate the incident further and I understand that

Or

As I witnessed your behaviour myself there is no need for me to investigate the incident further.

Optional

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 with me at an appropriate place and time.

Optional

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 through me.

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.

I am copying this letter to the Chair of Governors. Should you wish to make any response to this letter please do so in writing to me within 5 school days.

Yours sincerely

Headteacher

cc: Chair of Governors

Model letter 2: It is suggested that this letter is sent by the Chair of Governors when, after full consideration, it is felt a ban is necessary. Normally this would follow from a warning (model letter 1), though there may be occasions where it is appropriate to move directly to a ban. At this point consideration should also be given to any practical issues, in particular to ensure that the pupil(s) concerned can be properly accompanied to and collected from school, and to ensure there can be an effective exchange of necessary information between the school and parent. At this stage, the ban takes effect immediately, but as the letter indicates, the parent must be enabled to make representations. A period of a week is recommended to allow for this, at the end of which the Chair of Governors should consider any representations made, then make a decision to either confirm the ban or discontinue it (see model letters 3a and 3b).

Dear

I have received a report from (name), Headteacher of Deanery C.E. High School about your conduct on at (Add summary of incident and its effect on staff and pupils).

Optional

Reference to first letter from Headteacher.

I must inform you that the Governors, in line with our policy, will not tolerate conduct of this nature on the school premises and will act to defend school staff and pupils. On the advice of the Headteacher, I am therefore instructing you that until I have reviewed this incident, you are not to reappear on the school premises. If you do not comply with this instruction I shall arrange for you to be removed from the premises. 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 £500.

For the duration of this decision you may bring your child(ren) to school and collect them at the end of the school day, but you must not enter the school gate. Special arrangements can be made for you to meet with the Headteacher, if necessary, but this may only be with the written permission of the Governors.

The withdrawal of permission for you to enter the school premises takes effect immediately and will be in place for 15 school days in the first instance. I still need to decide whether it is appropriate to confirm this decision. Before I do so, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report that I have received from the Headteacher. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct. To enable me to take a decision on this matter, please send me any written comments you wish to make by (by 10 school days from the date of this letter).

If on receipt of your comments, I consider that my decision should be confirmed, you will be supplied with details of how to pursue a review of your case.

Yours sincerely

Chair of Governors
cc. Headteacher

Model letters 3a/b: These letters confirm the outcome of the review of the ban by the Chair of Governors. In the event that the decision is made to confirm the ban, a date should be included for a further review. This should be for a reasonable period, possibly extending up to three months, but preferably not longer than six months. If the parent is dissatisfied with this decision, it is suggested in the model letter that the matter is then appropriately considered by a panel of school governors (in line with the school's Complaints Procedure).

Letter 3a:
Dear

On (date) I wrote to inform you that on the advice of the Headteacher I had withdrawn permission for you to come onto the premises of Deanery C.E. High School. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by (date).

I have not received a written response from you/I have received a letter from you dated (date), the contents of which I have carefully considered. In the circumstances, and after further consideration of the Headteacher's report, I have determined that the decision to withdraw permission for you to come onto school premises should be confirmed. 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 of the Headteacher.

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, the Headteacher and staff at Deanery C.E. 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 to a panel of 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, c/o. the school.

(Where the incident has arisen in the context of a parental complaint against the school, the following may be inserted)

Finally, I would advise you that I have asked the Headteacher to ensure that your complaint that is considered under the appropriate stage of the school's Complaints Procedure. The school will contact you about this in due course.

Yours sincerely

Chair of Governors
cc: Headteacher

Letter 3b: Restore permission to visit after review by Chair of Governors (sent by Chair of Governors)

Dear

On (date) I wrote to inform you that, on the advice of the Headteacher, I had temporarily withdrawn permission for you to come onto the premises of Deanery C.E. High School. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by (date).

I have not received a written response from you/I have received a letter from you dated (date), the contents of which I have carefully considered. In the circumstances, and after consulting further with the Headteacher, I have decided that it is not necessary to confirm the decision and I am therefore restoring to you permission to come onto the school premises, with immediate effect.

Optional

I must warn you, however, that if it should become necessary in the future I shall not hesitate to withdraw permission for you to come onto the school premises once again.

Yours sincerely

Chair of Governors
cc. Headteacher

Model letter 4a/b: These letters can be used to confirm the outcome of further reviews of decisions where the ban has been extended. When a review is due to take place it is advisable to notify the parent in advance and invite them to make any representations.

Letter 4a: Continue ban after second review (sent by Chair of Governors)

Dear

I wrote to you on (date) confirming that permission for you to come onto the premises of Deanery C.E. High School had been withdrawn until further notice. I also advised you I would take steps to review this decision by (date).

I have now completed the review. However, after consultation with the Headteacher, I have determined that it is not yet appropriate for me to withdraw my decision. (Add brief summary of reasons).

I therefore advise that the instruction that you are not to come onto the premises of Deanery C.E. High School, without the prior knowledge and approval of the Headteacher remains in place until further notice. If you do not comply with this instruction I shall arrange for you to be removed from the premises and 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.

I shall undertake a further review of this decision by (insert review date which should be within a reasonable period and no longer than six months).

In the meantime you can write to me with a statement of your views, which I will consider.

Yours sincerely

Chair of Governors
cc. Headteacher

Letter 4b: Restore permission after later review (sent by Chair of Governors)

Dear

I wrote to you on (date) confirming that permission for you to come onto the premises of Deanery C.E. High School had been withdrawn until further notice. I also advised you I would take steps to review this decision by (date).

I have now completed the review. After consultation with the Headteacher, I have decided that it is now appropriate to restore permission for you to come onto the school premises with immediate effect.

I trust that you will now work together with the school and there will be no further difficulties of the kind which made it necessary to restrict your access to the school premises.

Optional

I must warn you, however, that if it should become necessary in the future I shall not hesitate to withdraw permission for you to come onto the school premises once again.

Yours sincerely

Chair of Governors

cc. Headteacher