Visitor Code of Conduct

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Location:	Website

1. Purpose

Hazelwick School is committed to providing a safe, respectful and inclusive environment for students, staff and visitors.

Every person who enters our premises, attends a school event, communicates with the school or represents a third-party organisation working with the school is expected to uphold the standards set out in this Code.

The school has a responsibility to protect students, staff, governors, volunteers, contractors and visitors from abuse, intimidation, discrimination, bullying, harassment and other forms of unacceptable behaviour.

Harassment by third parties will not be tolerated. The school will take proportionate and appropriate action to prevent incidents, respond to concerns, protect those affected and reduce the risk of recurrence.

This Code should be read alongside the school's behaviour, child protection, complaints and visitor management policies and procedures. Allegations of unacceptable behaviour by members of staff will be addressed in accordance with the school's Dignity and Respect Policy, which is available on the staff intranet.

2. Scope

This Code applies to all visitors and third parties, including parents/carers, contractors, suppliers, volunteers, external professionals and members of the public.

It covers all interactions arising from or relating to school business whether in person on or off school premises, or through telephone calls, letters, emails, online meetings, social media or other forms of communication.

3. Expected Standards of Behaviour

All visitors must:

- Treat staff, students and others with courtesy, dignity and respect.
- Follow reasonable instructions and comply with school safeguarding and security procedures.
- Raise concerns through the appropriate school channels.
- Respect confidentiality, privacy and professional boundaries.
- Communicate calmly, even when disagreeing with a decision.

The school recognises the right of parents / carers and visitors to raise concerns, make complaints and challenge decisions respectfully.

4. Unacceptable Behaviour

Hazelwick School will not accept behaviour that intimidates, humiliates, threatens, demeans or harasses a member of the school community. Unacceptable behaviour includes, but is not limited to:

- Violence or threats of violence.
- Aggression.
- Abusive, offensive or threatening language, verbally or in writing.
- Harassment[1].
- Stalking or threats of stalking.
- All forms of discrimination[2] including racism, ableism, sexism, ageism, transphobia, homophobia, or faith/religion based. For example:
    - Seeking to have staff replaced or not engaging with individuals due to their characteristics, for unjustifiable reasons[3].
- Overt actions or actions that are not intended to cause harm but do so.
- Failing to comply with a reasonable request from a member of staff.
- Making unjustified, vexatious complaints about staff.

5. Preventing Third-Party Harassment

The school recognises its responsibility to take proactive steps to prevent harassment of employees by third parties, including parents/carers and visitors.

The school will take reasonable and proportionate steps to identify risks, communicate expected standards, support affected staff, record incidents and prevent recurrence.

Staff should not be expected to tolerate harassment or abuse as part of their role. Concerns will be taken seriously and addressed promptly, sensitively and fairly.

6. Communication and School Premises

Parents and carers should contact the relevant member of staff to discuss concerns and arrange meetings where appropriate.

All visitors must follow sign-in procedures, wear a visitor badge attached to a visitor lanyard and access only authorised areas.

Staff may pause or end meetings or calls where behaviour becomes abusive, threatening or unsafe. The school may arrange alternative communication methods or supervised meetings where necessary.

7. Reporting Concerns

Incidents of harassment, abuse or threatening behaviour should be reported to the SLT line manager or the HR Manager. If an incident involves a student, it should also be reported to the relevant Head of Year.

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[1] **Harassment** is unwanted conduct related to protected characteristics that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment for that person. Protected characteristics are age; race (which includes colour, nationality and ethnic or national origins); disability; sex; sexual orientation; gender identity/reassignment; religion & belief; pregnancy and maternity; and marital/civil partnership status.

[2] **Discrimination** is where someone is treated unfairly compared to another person because of their protected characteristic.

[3] A **justifiable** reason could be for example requesting a particular gender for reasons of dignity, or due to a prior trauma.

8. Consequences of Breaching this Code

Depending on the seriousness and circumstances, the school may:

- End a meeting or telephone call.
- Require a visitor to leave the premises.
- Require future communication to take place through a nominated contact or by appointment.
- Restrict or withdraw permission to enter school premises, where lawful and appropriate.
- Review access arrangements for contractors, volunteers or other service providers.
- Refer serious or potentially criminal conduct to the Police.

Any restrictions will be proportionate, appropriately authorised and consistent with safeguarding responsibilities, legal obligations and duty to protect the welfare of all members of the school community.

Revision Number	Summary of Changes	Date of Change
1	New policy	November 2026