

Visitor Behaviour: Statement of Expectations

Implementation: February 2011
Reviewed: September 2016



Visitors, including parents/carers of students, are only able to enter the Academy with the permission of the Principal or those with delegated authority. Whilst visitors are on our premises there is an expectation that behaviour by both staff and visitors 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 Principal. She 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. If staff are subjected to unacceptable behaviour, they have been instructed to end the discussion with you and inform you of the reasons. You will be asked to leave the premises. A letter to confirm the reasons why you were asked to leave 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 the premises.

The following behaviours are unacceptable:

- Offensive language including: swearing, shouting, threatening words or gestures.
- Physical intimidation and the use of force such as pushing, pulling, poking, prodding or spitting.
- Ageist, homophobic, racist or sexist comments.
- Being under the influence of drugs or alcohol whilst on our premises.
- Smoking whilst on our premises.

The following policies should be read in conjunction with this statement:

- Oasis Academy Enfield Parental Complaints Policy
- Oasis Academy Enfield Parent/Carer's Code of Conduct Policy