

Ormiston Academies Trust

## City of Norwich School Visitors' policy

### Policy version control

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Author	Nikki Cameron, Safeguarding Manager
In consultation with	OAT Deputy Safeguarding Manager Academy Staff Education Directors OAT Estates
Approved by	Executive, June 2023
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Links to	<ul style="list-style-type: none"> <li>▪ Health and Safety at Work Act 1974</li> <li>▪ The Counter Terrorism and Security Act 2015</li> <li>▪ Data Protection Act (GDPR) 2018</li> <li>▪ The Children Act 2004</li> </ul>

	<ul style="list-style-type: none"><li>▪ The Equalities Act 2010</li><li>▪ Keeping Children Safe in Education</li><li>▪ Working Together to Safeguard Children</li><li>▪ Safeguarding and Child Protection Policy</li><li>▪ DBS Policy</li><li>▪ Health and Safety Policy</li><li>▪ Complaints Policy</li><li>▪ Whistleblowing Policy</li><li>▪ Teaching and Learning Policy</li><li>▪ Equalities and Diversity policy</li><li>▪ Accessibility Plan</li><li>▪ Emergency Evacuation and Lockdown Policy</li></ul>
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# Contents

<b>1. Policy statement and principles.....</b>	<b>5</b>
1.1. Policy aims and principles:.....	5
1.2. Who does this policy apply to?.....	5
1.3. Legal Context.....	6
1.4. Who is responsible for this policy?.....	6
1.5. Reporting Concerns.....	6
1.6. Key contacts in our academy.....	6
1.7. Monitoring and review.....	7
<b>2. Academy visitor procedures.....</b>	<b>7</b>
2.1. Arriving at the academy.....	7
We will ensure that there is clear signage directing visitors to our visitors' car park and main reception area....	7
2.2. Checking of ID.....	8
2.3. Leaving the academy.....	9
2.4. Approved visitor list (DBS pre-checked).....	9
2.5. Specific rules for certain types of visitor.....	9
Contractors.....	9
Governors.....	10
OAT Employees.....	11
Visitors working with children.....	11
<b>3. Visiting Speakers.....</b>	<b>12</b>
3.4. Approved Speakers list.....	12
<b>4. The Prevent Duty.....</b>	<b>13</b>
4.3. Upholding academy ethos and values.....	13
4.4. Determining the suitability of a speaker/material.....	13
4.6. During the visit.....	14
<b>5. External Agencies- unplanned visits.....</b>	<b>14</b>
5.5. Parental Consent.....	15
5.6. Recording the visit.....	15
5.7. Handling confidential information.....	15
<b>6. Unknown / uninvited visitors to the academy.....</b>	<b>16</b>
6.8. Lockdown procedures.....	16
<b>7. Emergency procedures for visitors.....</b>	<b>16</b>
7.2. Exceptions.....	17
<b>8. Complaints.....</b>	<b>17</b>

Appendix 1.....	18
Exemplar Checklist for an External Speaker.....	18
Appendix 2.....	21
Exemplar Approved Speakers List.....	21
Appendix 3.....	21
CNS Behaviour Protocol document.....	21

# 1. Policy statement and principles

## 1.1. Policy aims and principles:

1.1.1. The aim of this policy is to have in place clear protocols and procedures for the admittance of external visitors to the school which:

- are understood by all staff, governors, visitors and parents/carers.
- prevents unsuitable people from working with or accessing children in the school setting.
- conforms to all current legislation and statutory guidance.

1.1.2. The academy has control of, and responsibility for, its' children anywhere on the academy site (i.e. within the academy boundary fence/secure line), during normal academy hours. It also has responsibility for the welfare of children during extracurricular activities which it has organised on and/or off site.

1.1.3. We will also comply with other legislative requirements, such as the Prevent duty and report concerns to appropriate bodies, local and nationally.

1.1.4. We will make reasonable adjustments to ensure equality of accessibility is optimised for staff, children and visitors.

1.1.5. We welcome visitors who support our vision for Excellence in all

## 1.2. Who does this policy apply to?

1.2.1. This policy applies to everyone who works on, or visits our site, uses our site for external lettings reasons, or who works, at our request, off site with our children, for example:

1.2.1.1. All staff employed by the academy.

1.2.1.2. All external visitors entering the academy site during the academy day or for extracurricular activities (including peripatetic tutors, sports coaches, and topic related visitors e.g., authors, journalists).

1.2.1.3. All governors of the academy.

1.2.1.4. All parents/carers and volunteers.

1.2.1.5. All children.

1.2.1.6. Other education related personnel (advisors and inspectors).

1.2.1.7. Building, maintenance and independent contractors visiting the academy premises.

1.2.1.8. Independent contractors who may transport children, for example, school transport services, minibuses or in taxis.

1.2.1.9. Any other visitor or staff not covered in the above

### 1.3. Legal Context

1.3.1. We have used current legislation, advice and guidance in writing this policy.

1.3.2. The academy has a legal duty of care for the health, safety, security and wellbeing of all children and staff and expects all visitors to actively support, not only the policy requirements, but also to behave in accordance with the spirit of the policy.

1.3.3. The processing of personal data associated with visit will be processed to meet UK GDPR requirements as prescribed in OAT Records Retention Policy and OAT Freedom of Information and Data Protection Policy.

### 1.4. Who is responsible for this policy?

1.4.1. The Headteacher is the member of staff responsible for implementation, coordination and review of this policy. This person will also be responsible for liaising with the site and / or reception staff as well as the Designated Safeguarding Lead, as appropriate.

### 1.5. Reporting Concerns

1.5.1. All breaches of this procedure must be reported to The Headteacher as quickly as possible and certainly within one working day, by emailing [head@cns-school.org](mailto:head@cns-school.org)

1.5.2. Any concerns about a child's safety or well-being must be reported to the Designated Safeguarding Lead immediately (see key contacts table below).

### 1.6. Key contacts in our academy

Role	Name	Contacts
Headteacher	Jo Philpott	<a href="mailto:head@cns-school.org">head@cns-school.org</a>
DSL	Andy Innes	<a href="mailto:a.innes@cns-school.org">a.innes@cns-school.org</a>
Site Manager	Steve Garman	<a href="mailto:s.garman@cns-school.org">s.garman@cns-school.org</a>
Data Protection Lead	Nick Williams	<a href="mailto:n.williams@cns-school.org">n.williams@cns-school.org</a>
Health and Safety Lead	Phil Wilson	<a href="mailto:ph.wilson@cns-school.org">ph.wilson@cns-school.org</a>

## 1.7. Monitoring and review

1.7.1. We will review this policy every 2 years (Nov 2025) or when:

- there are changes in legislation and / or government guidance
- other significant changes or events occur
- the policy is deemed to be ineffective

1.7.2. If there are urgent concerns about this policy, please raise them immediately with the PA to the Headteacher to determine whether a review of the policy is required in advance of the review date.

1.7.3. If you have any non-urgent suggestions as to how we could improve this policy, or any of the associated procedures please suggest these to the PA to the Headteacher.

## 2. Academy visitor procedures

### 2.1. Arriving at the academy

We will ensure that there is clear signage directing visitors to our visitors' car park and main reception area. Visitors need to use the carpark intercom to access the site then follow the procedure below.

We welcome all visitors on site and ask that polite respect is always shown towards staff.

2.1.1. On arrival visitors must:

- 2.1.1.1. Report to main reception area before moving around the site.
- 2.1.1.2. Only use the designated entrances which are clearly signposted.
- 2.1.1.3. Let the reception staff know who they are, the purpose of the visit and who their contact in the academy is.
- 2.1.1.4. Make the academy aware of any relevant medical conditions or accessibility needs in order to enable the academy to make reasonable adjustments and ensure visitors are safe.
- 2.1.1.5. Have photographic identification, if applicable, ready to show to reception staff.
- 2.1.1.6. Follow the academy's procedures for signing in and out- which are to report to reception on your arrival either at the gate or onto the site.
- 2.1.1.7. The academy will take a record of the following- name, organisation (if relevant), person being visited, time of arrival, vehicle registration (if relevant). The academy may take a photo for the purpose of producing an identity badge. The academy may also ask for an email address and a phone number. This information will be kept in line with the academy retention policy.

- 2.1.1.8. In exceptional circumstances the academy may ask to see a DBS certificate. This is usually because there is not a 'letter of assurance' from an employer. The academy will NOT make a copy of your DBS or record any details from it.
- 2.1.1.9. As this is personal data, visitors can request that the DBS is viewed by the Headteacher only.
- 2.1.1.10. The person checking the DBS will look for the water mark on the certificate and the workforce details. Pictures of DBS on a mobile device cannot be accepted.
- 2.1.1.11. If there are any disclosures on the DBS, the Headteacher will discuss this with the DBS holder in order to risk assess their time on site.
- 2.1.1.12. The academy may also ask for additional information.
- 2.1.1.13. The academy may ask for a contact phone number.
- 2.1.1.14. Visitors will be issued with a visitors' identification badge or sticker. This must be worn so that it is visible at all times and visitors should ask for another if it is lost or damaged. The academy may also ask visitors to wear any of their own identification tags/badges e.g., OAT Head Office staff, Ofsted Inspector, company badge etc.
- 2.1.1.15. The academy will give visitors information in the form of a safeguarding leaflet covering how to keep themselves safe in school- ie emergency evacuation and lockdown procedures, who to contact if there are concerns about a child and the safeguarding procedures.
- 2.1.1.16. The academy is a non-smoking area including vapes and e-cigarettes.
- 2.1.1.17. Unless on the approved visitor list (see section 3.4 below) visitors will not be allowed to move around the site unaccompanied.
- 2.1.1.18. Responsibility for visitors lies with the individual academy contact for the visit.

## 2.2. Checking of ID

- 2.2.1. Photographic ID will be checked for professionals, volunteers, and other adults who will be working in the academy. Examples of accepted photo ID are company ID badge with name clearly shown, passport or driving licence.
- 2.2.2. For other adults visiting the academy i.e. parents, governors, identity may also need to be confirmed.
- 2.2.3. We will not make a copy of a visitor's ID or record any details from it.



## 2.3. Leaving the academy

2.3.1. On departing the academy, visitors must:

- 2.3.1.1. Leave via reception.
- 2.3.1.2. Follow the departure procedures by leaving via reception
- 2.3.1.3. Return their identification badge to reception.
- 2.3.1.4. Leave the premises promptly.

## 2.4. Approved visitor list (DBS pre-checked)

2.4.1. The academy holds an approved visitor list for adults who are there in a professional capacity (including social workers, educational psychologists, physiotherapists, contractors etc.).

2.4.2. To qualify for this list the visitor must have demonstrated, prior to the visit, that confirmation has been received from the employer that appropriate pre-employment vetting checks, in line with Keeping Children Safe in Education have been carried out. (Letter of assurance)

2.4.3. In these circumstances the academy does not need to ask to see a DBS certificate ((KCSIE 2023 para 301)

2.4.4. Photo ID will be checked.

2.4.5. Visitors on the approved list must follow the same procedures on entry and departure to the premises (i.e., come to reception and sign the visitors' book). A copy of the approved visitor list will be kept in reception.

2.4.6. Visitors on this list may be identified with a different coloured lanyard or badge to identify them to academy staff as 'approved'.

## 2.5. Specific rules for certain types of visitor

### *Contractors*

2.5.1. All contractors, or employees of contractors must have had the appropriate level of DBS check prior to working at the academy.

2.5.2. This will be confirmed in a letter of assurance from the contractor, preferably updated annually.

2.5.3. Contractors who are engaging in regulated activity will require an enhanced DBS check including children's barred list information (see KCSIE 2023 paras 289-294)

- 2.5.4. For all other contractors who are not engaging in regulated activity relating to children, but whose work provides them with an opportunity for regular contact with children, an enhanced DBS check (not including children's barred list information) will be required.
- 2.5.5. Where a contractor is self-employed and is therefore unable to obtain a DBS check themselves the Headteacher will consider obtaining one on their behalf.
- 2.5.6. Where a letter of assurance has been obtained, the academy does not need to check a DBS certificate. ID will need to be checked, but copies will NOT be taken (as 2.2.3)
- 2.5.7. Under no circumstances will a contractor on whom no checks have been obtained be allowed to work unsupervised or engage in regulated activity relating to children.
- 2.5.8. The Headteacher will determine the appropriate level of supervision depending on the circumstances.
- 2.5.9. Insurance details of contractors will be checked prior to working within the academy.
- 2.5.10. Prior to work starting, the Headteacher, or person delegated by the Headteacher, will ensure that liaison with any contractor in respect to health and safety issues has taken place. For example, where the maintenance / works might affect children's normal use of the academy facilities.
- 2.5.11. The Headteacher, or person delegated by the Headteacher will ensure the contractor is informed as to where children will be working, walking etc. and when (If relevant).
- 2.5.12. In our academy responsibility for liaising with contractors is delegated to the Site Manager

## Governors

- 2.5.13. All members of the governing body, will have an enhanced DBS and a Section 128 check as per our DBS Policy
- 2.5.14. Governors must wear an academy issued ID badge at all times.
- 2.5.15. Governors should sign in and out using the academy signing in system.
- 2.5.16. New governors will be made aware of the policy and familiar with its procedures as part of their induction by the Assistant Headteacher – director of Welfare.
- 2.5.17. All governors' formal visits should have a clear focus and should, in some way, increase the knowledge and understanding of academy policies and processes. Visits should be arranged with a staff member in advance to make the most of the time in the academy.

- 2.5.18. Following a governor visit, the governor must complete a governor visit form and submit this to the clerk to the governing body as a record of the visit and detailing any actions that are identified. This will be presented at the next governing body meeting.

### *OAT Employees*

- 2.5.19. All Ormiston Academies Trust head office staff and Trustees are subject to the appropriate pre-employment vetting checks as required by KCSIE and are on the OAT single central record.
- 2.5.20. Staff from other academies are also on the Trust single central record and have had appropriate pre-employment vetting checks.
- 2.5.21. There is no requirement to check the DBS of OAT staff – either head office or academy-based staff.
- 2.5.22. Photo identity should always be checked for any member of OAT via their OAT ID badge.
- 2.5.23. If OAT ID is not available, assurances can be made by the Headteacher or through OAT HR.

### *Visitors working with children*

- 2.5.24. Visitors to classes for specific purposes of contributing to high quality learning are encouraged and welcomed. These visits are by appointment only.
- 2.5.25. Staff members arranging visitors to the academy should collate all the above required information and pass this on to the academy office who will ensure that the appropriate checks have been adhered to (under the guidance of the senior DSL).
- 2.5.26. In arranging visits, staff should consult with the Headteacher/ named member of staff- prior to finalising arrangements. The nature of the visit must be made clear along with procedures for collecting the visitor from reception. Reception must be informed in advance so that the visitor is on the calendar
- 2.5.27. The Headteacher/ Designated Safeguarding Lead must grant permission for any visitor, to work with children or within a classroom, before the activity can commence.
- 2.5.28. Agreement will be made prior to the visit regarding, learning objectives, timings, resources, approaches, dealing with issues and feedback etc (add in here any academy specific paperwork/procedures)

## 3. Visiting Speakers

- 3.1. City of Norwich School believes in encouraging the use of visiting speakers and external agencies to enrich the learning experience of its children.
- 3.2. We will seek assurance from visiting speakers that they will not contradict the ethos of the academy or conflict with the legal framework outlined in the Prevent duty or other relevant legislation.
- 3.3. City of Norwich School fully supports the British Value of freedom of speech and will endeavour to provide children with a balanced view of events, ideas and beliefs.

### 3.4. Approved Speakers list

- 3.4.1. The academy holds a formal register of all approved visiting speakers. The person responsible for this is the Assistant Headteacher, Mr. Nick Williams.
- 3.4.2. To qualify for this list the visitor must have demonstrated and agreed, prior to the visit, that:
  - 3.4.2.1. Any messages communicated to children support British values.
  - 3.4.2.2. Any messages communicated to children do not seek to glorify criminal activity or violent extremism.
  - 3.4.2.3. The group or person is not attempting to narrow the views of children through extreme or narrow views of faith, religion, culture or ideology.
  - 3.4.2.4. Any supportive materials such as PowerPoints, handouts or transcripts of speeches are available for review prior to the visit.
  - 3.4.2.5. Permission is given for the speech/talk to be recorded by the academy if necessary.
  - 3.4.2.6. Any recording or video will ensure children cannot be identified and will not be made public by the speaker without agreement from the child and the academy.
  - 3.4.2.7. Before the visit, a full risk assessment will be carried out and submitted to the Assistant Headteacher director of co-learning and which may be sent out to the visiting speaker in advance of their visit.

## 4. The Prevent Duty

4.1. The “Prevent” statutory guidance requires academies to have clear protocols for ensuring that any visiting speakers, whether invited by staff or children, are suitable and appropriately supervised. These are outlined in sections above.

4.2. In addition:

- Due diligence will be carried out on the person and organisation to establish whether they have demonstrated extreme views/actions.
- Visiting speakers will be accompanied at all times and not left unsupervised with children at any point.

### 4.3. Upholding academy ethos and values

City of Norwich School

4.3.1. does not tolerate any person who intentionally or unintentionally demeans individuals and groups defined by their ethnicity, race, religion, sexuality, gender, disability, age, or lawful working practices.

4.3.2. does not tolerate any speech that gives rise to an environment where people experience, or could reasonably fear, harassment, intimidation, or violence.

4.3.3. does not accept the use of offensive or intolerant language by guest speakers.

4.3.4. values freedom of speech and opinion, but recognises that, in the interest of the whole learning community, this must exist within formal guidelines.

4.3.5. recognises that extremism and exposure to extremist beliefs places the well-being of children at risk and can also lead to poorer outcomes.

4.3.6. is aware that children may sometimes express views or ideas that are discriminatory, prejudiced or extremist. All members of staff have been trained to deal with these instances appropriately and proportionally.

4.3.7. is a safe space where children can understand and discuss sensitive topics, including terrorism and the extremist ideas that are part of terrorist ideologies.

4.3.8. believes that the best way to combat extremism and intolerance is to empower children to challenge these views in an active and constructive manner.

### 4.4. Determining the suitability of a speaker/material

4.4.1. Other than safeguarding and Prevent Duty issues, there are a number of other factors that are considered when evaluating the suitability of a guest speaker or external group. The academy will be the final arbiter on suitability.

4.4.2. The academy will consider whether or not:

- 4.4.2.1. The visit will add value to the children's learning experiences.
- 4.4.2.2. The speaker or group has the expertise in the subject they are delivering.
- 4.4.2.3. The planned activities meet health and safety guidelines.
- 4.4.2.4. Relevant references have been provided and checked.
- 4.4.2.5. The material/subject matter is age appropriate.
- 4.4.2.6. The material/subject matter offers a balanced presentation of opposing views. This is applicable when a guest speaker is expressing overtly political or partisan views.

#### 4.5 Preparing for a visiting speaker

4.5.1. It is important that children are prepared well before a visiting speaker arrives, particularly if the topic is a sensitive one or one which may be distressing for a child i.e. a hard-hitting road safety or fire safety presentation. Each child has a different lived experience, and we will be sensitive to the emotional health and well-being of our children

- 4.5.1.1. Parents/carers will be notified of visiting speakers and the purpose and content of their talk beforehand.
- 4.5.1.2. Pastoral staff will identify any child they think may find a presentation upsetting or traumatic and put appropriate measures in place – this may include preparation before the talk, option to withdraw from the talk, or support post talk.

#### 4.6 During the visit

4.6.1. The organiser or a leading member of staff will be present during the speech or group activity, to oversee that the relevant guidelines are followed and will intervene if they feel guidelines are being breached.

4.6.2. Staff will be particularly vigilant to any signs of distress from any child

## 5. External Agencies- unplanned visits

5.1. All agencies are required to work together to safeguard children. There may be a rare occasion where an external agency, such as the police, LA children's services, health services etc. will need to make an unplanned visit to the academy in relation to one, or more, of our children. e.g.,

police investigating a serious crime, social worker investigating abuse. Wherever possible, agencies are requested to give as much notice as possible before they arrive.

- 5.2. Whilst we will meet our duties to cooperate with such agencies, we are also conscious of our obligation to protect the rights and welfare of our children at all times. We will keep the best interests of the child at the forefront of any decisions and support the privacy, confidentiality and emotional health and well-being of the child.
- 5.3. In order to feel supported and safe, we will ensure that a child has access to a responsible adult, preferably one of their own choosing in any interview.
- 5.4. Where a child has additional needs such as EAL or SEND those factors will be taken into account and reasonable adjustments made.

## 5.5. Parental Consent

- 5.5.1. In most cases, the visiting agent will seek the consent of parents to contact the academy before doing so; however, where there are serious concerns about the safety of a child, it may be necessary for the visiting agent to make contact without parental permission.
- 5.5.2. Where the parents have consented to the visit, and wish to be present, but have not yet arrived. The visiting agent will need to wait a reasonable length of time for them.
- 5.5.3. If the parent is not present, the visiting agent will inform the child that, if requested, the Headteacher/DSL/SLT may remain in the room with the visiting agent and the child to witness the questioning. The child should be given the opportunity to request which adult they would prefer to accompany them in the interview wherever possible. The adult should ensure notes are taken and recorded on CPOMs.

## 5.6. Recording the visit

- 5.6.1. Visits by an external agency will be recorded in CPOMs.

## 5.7. Handling confidential information

- 5.7.1. Information in relation to a child will be shared with external agencies, such as the police, if it enables them to undertake their duties.
- 5.7.2. The academy will make a signed and dated record of what was supplied.
- 5.7.3. The Data Protection Act 1998 is not a barrier to sharing information where failure to do so would result in a child being placed at risk of harm.
- 5.7.4. Decisions to share information will be recorded, citing what was shared and with who.

5.7.5. Any information that we receive from other agencies in relation to one of our children will be handled in accordance with data protection legislation, and kept only for as long as is necessary, in line with the academy's retention policy.

## 6. Unknown / uninvited visitors to the academy

- 6.1. Individuals who would like to visit City of Norwich School but are not in contact with a member of staff regarding this, should arrange their visit through the academy office, who can be contacted by email [office@cns-school.org](mailto:office@cns-school.org) or by phone 01603 274000
- 6.2. The office will record the date and time of the proposed visit, reason for the visit, name of the visitor(s), and the name of the organisation they belong to, where applicable.
- 6.3. Visitors who arrive at the academy without a prior appointment may be permitted to meet with the Headteacher/ other staff members where these members of the academy staff are available and happy to do so. The visitor must not be allowed into the academy without the supervision of a member of staff.
- 6.4. Any visitor to the academy site who is not wearing an identity badge should be challenged politely to enquire who they are and their business on site. All staff members have the responsibility to ensure that this policy is adhered to by all visitors.
- 6.5. Unidentified visitors should be asked to make their visitors badge / official ID visible. If they do not have one, they should be escorted to reception to sign the visitors' book and be issued with an identity badge, by the member of staff who spotted the error. Once the visitors' appointment and purpose of visit has been confirmed by the appropriate member of staff, the visitor entry procedures will then apply.
- 6.6. In the event that the visitor refuses to comply, they should be asked to leave the site immediately and the Headteacher or a member of the SLT should be informed promptly. The Headteacher / SLT member will assess the situation and decide what proportionate action to take.
- 6.7. Where possible and appropriate, ie where a known parent/carer has not complied, the Headteacher will follow up the incident by phone and in writing.

### 6.8. Lockdown procedures

6.8.1. If a visitor presents a danger to children/staff, then it may be necessary to institute lockdown procedures as follows:

6.8.2.

## 7. Emergency procedures for visitors

7.1. In the unlikely event of the need to evacuate the building or lock the building down visitors will:



7.1.1.1. [Click here](#)

## 7.2. Exceptions

7.2.1. Parents/caregivers/friends/relations etc. attending scheduled open days, sports events or other 'by-invitation' academy activities are exempt from the visiting procedures outlined above but are asked to follow the reasonable request of staff. Academies to put academy specific arrangements in here – i.e. sign in/out desk for parent consultation meetings.

7.2.2. Anyone attending academy events should keep to the areas of the academy grounds where the events are taking place (for example the sports field, hall etc.).

## 8. Complaints

8.1. All complaints are dealt with under the academy complaints policy.

8.2. Complaints should be made in writing and will follow the academy complaint procedures and set timescales. The handling of complaints may be delegated to an appropriate person.

8.3. The outcome of the complaint will be communicated as set out in the academy complaint policy.

# Appendix 1

## Exemplar Checklist for an External Speaker

City of Norwich School checklist external speaker / guest.

Proposal: Complete and submit to [Nick Williams] prior to confirming speaker			
Organiser's Name (ACB staff member)		Guest Speaker's Name	
Session Title		Date of Session	
Aim of the session (plus year groups involved)		Intended content and outcomes of session	
Name and Address of organisation represented by guest speaker:		Name and Address of Organisation Confirmed	
Resources to be used by guest speaker (to be requested in advance):		Date resources to be received:	
Approval of speaker to be signed off by SLT:			

Signature:					Date:
If not signed: concerns raised for further consideration (e.g. reference request/DBS check):					
Return to:					
Resource Check: to be completed by organiser prior to speaker's visit. Once complete please forward to Reception for file.					
Date resources to be received:	Date:	Contents checked and suitable	Yes	No	If NO is ticked, you must inform a member of SLT prior to the visit.
If no, actions taken:					
Name of (at least one) member of staff who will meet the speaker and be present throughout visit:					
PLEASE NOTE: IN THE EVENT OF YOUR ABSENCE, PLEASE ENSURE RECEPTION IS INFORMED OF ANOTHER PERSON WHO CAN ACT IN YOUR ABSENCE.					



## Appendix 2

### Exemplar Approved Speakers List

Name of speaker	Organisation	Area of expertise	Researched by/ Checked by	Agreement to uphold school values and conditions of speaking received	Approved by Date