

City of Norwich School, An Ormiston Academy
Parent and Visitor Behaviour Protocol

We believe staff, parents and students are entitled to a safe and protective environment in which we work and learn. Behaviour that causes harassment, alarm or distress to users of the premises is contrary to the aims of the school.

The school aims to maintain positive relationships with parents, visitors and the community at all times, which demonstrates to students a strong and supportive joined up approach with both school and home. Where there are concerns that this relationship is compromised, we will seek ways to improve this. On occasion, it may be appropriate for the Headteacher to intervene.

Adults should set a good example to students at all times;

Our values are:

- To aim to excel at every single thing we do;
- To treat everyone and everything with respect, consideration and tolerance;
- To act with integrity at all times and in all situations;
- To take pride in ourselves and the school and to display that pride;
- To treat everyone equally and value their individuality and uniqueness;
- To trust those who we work with and members of our school community.

No member of staff, visitor or student should be subjected to abusive behaviour or threats from other adults on or near the school premises.

Types of behaviour by parents or visitors that are considered serious, unacceptable and will not be tolerated towards any member of the school community: -

- Speaking with a raised voice, either in person or over the telephone;
- Speaking in an aggressive/threatening tone either in person, over the telephone or by email;
- Physical intimidation eg. standing or leaning in close;
- The use of aggressive hand gestures/exaggerated movements;
- Physical threats;
- Shaking or holding a fist towards another person;
- Swearing;

- Pushing;
- Hitting eg slapping, punching or kicking;
- Spitting;
- Discriminatory comments;
- Inappropriate posting on social networking sites.

This is not an exhaustive list but seeks to provide illustrations of such behaviour

Unacceptable behaviour may result in the Police being informed.

The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to abuse.

School premises are private property and parents and visitors have been granted permission from the school to be on site. However, in cases of abuse or threats to staff, students or other members of the community, the school may ban any person from entering the school. It is also an offence under Section 547 of the Education Act 1997 for any person (including a parent) to cause a nuisance or disturbance on school premises. The Police may be called to assist removing the person concerned.

Drawn up by: Headteacher/Operation Support Manager

Review Date: September 2026