



Managing Visitors Conduct Policy

Version Control

Current version	Previous version	Summary of changes made
		New Policy – taken from Cheshire West and Chester Managed Contact Policy

Policy Impact Statement	
Policy:	
This Policy has been implemented:	
Fully	
Partially	
Occasionally	
Not at all (give reasons why)	
What revisions need to be made:	
To the Policy?	See Version Control Above
To its implementation?	

1. Introduction

St Nicholas Catholic High School has a duty to the safety and welfare of our staff and governors and to ensure that our resources and public money is not misspent on managing contact from visitors with unacceptable behaviour.

We define visitors as any member of the public not employed to work at the school. This includes parents, carers, external agency professionals, contractors and any other members of the public.

This policy sets out an agreed understanding of what is considered unacceptable visitor behaviour when dealing with staff and governors of St Nicholas Catholic High School. It provides staff and governor guidance on what is expected of them; what 'special measures' can be considered to 'manage contact' from visitors; and what procedures must be followed before applying any of these special measures. This policy applies in all circumstances where members of staff and/or governors have contact with any of our visitors.

1. The purpose of this policy

- To define the visitor behaviours that are unacceptable and deemed as unreasonable to the School
- To ensure that the ability of staff and governors to conduct business is not adversely affected by those few individuals who behave in an unreasonable manner
- To ensure that staff and governors have a safe working environment and are not exposed to unacceptable behaviour
- To enable school staff and governors to deal confidently and effectively with unreasonable behaviour
- To provide a clear process and procedure for the application and review of 'special measures'

3. Who does this policy apply to?

This policy applies to all members of the public (visitors) in their interaction with the School.

2. Definitions and examples of 'unacceptable visitor behaviour' and 'unreasonably persistent complainants'

This policy recognises that when some visitors contact the School they may have valid reason to feel aggrieved, upset or distressed. We do not view assertive behaviour (for example, putting forward your case in a persuasive manner) as unreasonable. Whilst we

accept that those in contact with us may feel angry in certain situations, it is not considered acceptable when that anger becomes aggression directed towards staff or governors. We will manage under this policy behaviour that is aggressive, abusive, or unreasonably persistent, and that places burdensome demands on our staff. “Unreasonably persistent complainants” are defined and managed within the School Complaints Policy and Processes.

The School considers unacceptable visitor behaviour to include behaviour or language whether face-to-face, by telephone, social media or written contact that may cause staff to feel intimidated, threatened or abused, such as:

- threats
- verbal abuse
- offensive language, for example comments that are deemed to be hurtful, derogatory or obscene
- derogatory remarks
- offensive language
- rudeness
- making inflammatory statements
- raising unsubstantiated allegations
- sending high volumes of letters, emails and/or phone calls
- demanding responses within unreasonable timescales
- insisting on speaking with certain members of staff (usually senior managers)
- adopting a scatter-gun approach by contacting many members of staff
- continually contacting us while we are in the process of looking at a matter
- making many complaints about different issues

3. Options for Managed Contact arrangements (special measures)

When we find that a visitor’s behaviour is unacceptable we will tell them why and ask them to change it, setting reasonable levels of expectation on each side. If the visitor’s behaviour continues we will take action to manage their future contact with the School by applying ‘special measures’.

The special measures options we are most likely to consider are:

- Asking the visitor to enter into an agreement about their future contact
- Placing time limits on telephone conversations and personal contacts
- Restricting all or the number of telephone calls that will be taken
- Limiting the visitor to one medium of contact (telephone, letter or email)
- Requiring any personal contacts to take place in the presence of a third party
- Restricting any personal contacts to designated School premises

- Refusing to acknowledge or respond to any repeated complaints on closed cases
- Requiring the visitor to communicate only through a single point of contact (SPOC)
- Redirecting emails to a single point of contact for consistency and monitoring, with the options for responses on a set time frame only, for example fortnightly or monthly
- Asking the visitor to contact us through an advocate
- Asking the visitor to leave school premises and seeking assistance from the Police should the visitor refuse to cooperate

4. How the Policy will be applied

The decision to manage contact will normally only be taken in exceptional circumstances and after we have considered possible adjustments to our service to help the visitor alter their behaviour.

In all cases we will write to tell the visitor why we believe their behaviour is unacceptable or persistently unreasonable, what action we are taking, and the duration of that action. Approval for managed contact arrangements will be taken at Senior Leadership Level and any restrictions will be appropriate, proportionate and subject to regular review.

In cases where behaviour is so extreme that it threatens the safety and welfare of School staff or governors, we will consider other options, such as reporting the matter to the Police or taking legal action. The School has a zero-tolerance position on violence and serious threats against its staff and this behaviour will always be reported to the Police.

5. Rights of review or appeal

Reviews of managed contact arrangements will take place no later than every six months from the time of the decision. When reviews are carried out the School will write to advise the visitor of the outcome and, if special measures are to continue, when these will next be reviewed. If the arrangements are cancelled then urgent consideration will be given to reintroducing special measures if behaviour recommences. A central register will record the date of the review, details of the consideration made and the date when the restriction expires or is to be extended until. When a communication is sent to a visitor advising them of management contact arrangements, the letter will include information about the visitor's right to appeal against the decision. Appeals against decisions will be considered by the Chair of Governors.

Reviewed by: Finance, Resource and Personnel Committee	Date: 10 th July 2018
Ratified by Governing Body	Date: 19 th July 2018
Review of Policy Due By	Date: July 2019