



Guidance on Visitor Behaviour

This policy and procedure applies to employees of St Dunstan's Trustee Limited on behalf of St Dunstan's Education Foundation & College Hire Limited.

Principles

The College has a rich calendar of trips, productions, performances, sports fixtures, parent seminars, and other events throughout the year. During these times, parents and other family members as well as occasionally the general public, are warmly invited onto the premises or external venue to participate or spectate as appropriate.

We expect all visitors to behave appropriately when they are either on St Dunstan's College site or representing the College by, for example, attending a sports fixture at the opposing school. This document provides guidance for visitor behaviour as well as guidance for staff when visitor conduct does not meet our expectations.

This guidance should be read in conjunction with *P03 Expected Pupil Behaviour*, *P03RD06 Drugs, Alcohol and Smoking*, *P01 Safeguarding* (and all related documents) and *P03RD10 Guidance on Alcohol at the College*.

Expected visitor behaviour

We expect all visitors to engage in positive behaviours that enable individuals and the College community to function happily and effectively. The College has a robust set of College Rules that pupils are expected to follow; we have no intention of providing a similar document for visitors. Instead, we expect common sense and decency to guide all behaviour, as well as College staff response to inappropriate behaviour from a visitor.

The Head is responsible for the reputation of the College; he reserves the right to protect it and therefore actions which bring the College into disrepute will be treated in the most serious manner.

In the case of a breach of UK or English law (or the Law of the Land if abroad), the police may be informed or asked to assist.

Visitor behaviour which presents a safeguarding concern will be dealt with according both to this document and to *P1 Safeguarding Policy*.

Visitor behaviour which may be construed as radical will be dealt with according both to this document and to *P1RD14 Prevent*.

Inappropriate visitor behaviour includes but is not limited to:

- Inappropriate language (e.g., swearing, sexualised language, racist or hateful language)
- Harmful criticism or ridicule of a child or other visitor
- Aggressive or threatening behaviour
- Heckling or other disruptive behaviour in group events
- Intoxication
- Violence
- Any behaviour that puts a child at risk of physical, sexual, or emotional harm or neglect
- Any language or behaviour which presents or condones radical views
- Unsafe use of equipment or facilities, including vehicles
- Failure to heed the instructions of College staff

Staff response to inappropriate visitor behaviour

All staff, regardless of position within the College, are expected to respond directly and proportionately to inappropriate visitor behaviour. Equally, visitors are expected to comply with all instructions from any member of College staff, without argument or resistance.

Staff are expected to exercise professional judgement when deciding if visitor behaviour is inappropriate and the seriousness of offense. As a rule the following guidelines should be applied when addressing inappropriate visitor behaviour:

- **Low-level inappropriate behaviour**

Examples of low-level inappropriate behaviour may include one-off incidents of swearing, mildly offensive comment, incident of heckling or disruptive behaviour or unsafe use of equipment or facilities.

Members of staff should politely but firmly request that the behaviour cease, and should monitor the situation to ensure that it does.

- **Moderately inappropriate behaviour**

Examples of moderately inappropriate behaviour include one-off incidents of swearing or comments which are deemed, in the professional judgement of the staff member, to go beyond being just 'mildly' offensive, heckling or consistent disruptive behaviour, other persistent low-level incidents of inappropriate behaviour, or failure to heed instructions of College staff (including ceasing low-level inappropriate behaviour).

Members of staff should seek a member of the JSLT or SSLT (or other similarly responsible member of staff if JSLT/SSLT are not available). The Senior Leaders should ask that the visitor please leave the site in a polite but firm manner. Should the situation escalate (e.g., the visitor refuses to leave), it must be treated as a serious breach of conduct.

- **Serious breach of conduct**

Examples of serious breaches of conduct may include intoxication, abusive or threatening language or actions or any conduct with puts the safety of others in danger.

In the event of serious breach of conduct, a sufficiently senior member of staff must escort the visitor off site, provided it is safe to do so. If it is not safe to escort the visitor off site, or the visitor is engaging in illegal or dangerous behaviour, 999 must be phoned. Inform a member of the College Leadership Team as soon as possible if a serious breach of conduct has occurred (whether or not emergency services were involved). You may be asked to write an account of the incident.

Repercussions of visitor misconduct

The College reserves the right to request that visitors who have either made a serious breach of conduct or have established a pattern of low-level or moderately inappropriate behaviour refrain from entering the College site or otherwise engaging with College events. This request will be made by the Head in writing.

Visitors have a right to complain if they feel that they have been mistreated at a College event. All complaints should be entered through the College complaints procedure, available on the College website.