
Visitor Policy

St John's Cathedral Catholic Primary School



Approved by:

Full Governing Body

Date: Feb 2026

Next review due by:

Feb 2029

Visitors Code of Conduct for Parents, Carers and Visitors to St John's

At St John's Cathedral Catholic Primary School our mission is to educate the whole child through the Gospel values of Christ. We understand this as 'Loving to Learn; Learning to Love'

Section 1 - Introduction

This Code of Conduct is an unsigned agreement between the Parent/Carer or Visitor and St. John's Cathedral Catholic Primary School.

At St. John's Cathedral Catholic Primary School we are very proud and fortunate to have a dedicated and supportive school community.

We value the partnership and good working relationships between parents, staff, governors, volunteers and visitors and all recognise the importance of these relationships to equip our children with the necessary skills for their education.

Section 2 - Purpose

The purpose of this code of conduct is to provide the expectations around the conduct of all parents, carers and visitors to our school.

This code aims to ensure that all members of our community are safe, happy and well informed by clarifying the types of behaviour that will not be tolerated and seek visitor agreement to these expectations.

The code of conduct also sets out the actions the school can take should this code be ignored or where breaches occur.

Section 3 - Expectations

We expect visitors to report any safeguarding or other concerns to the DSL – Laura Park or Hayley Warren before leaving the school.

All visitors must sign in at the school office and provide identification if required and a DBS certificate if appropriate.

In order to ensure the safety of our site and school community, we expect all visits, appointments and meetings to be arranged in advance, giving the full name, contact details and reason for the visit.

To ensure the smooth running of the school and the efficient use of staff time, we may not be able to go ahead with a tour or a meeting if the visitor arrives more than 5 minutes after the start time of the appointment, meeting or visit.

Visitors to the school site must not use mobile phones, cameras or other electronic devices to take photos, videos or audio recordings of meetings, visits, individuals or tours unless with the express permission of the Head Teacher.

We expect all visitors to the school site to leave promptly when the meeting or appointment has finished or when requested to leave by a member of school staff.

We expect our school community to respect our school ethos, keep our school tidy, set a good example of their own behaviour both on school premises and when accompanying classes on school visits.

In addition we also expect our parents, carers and visitors to keep our children safe by adhering to the school's request to park safely outside the school during visits and morning and afternoon collections.

Behaviour that will not be tolerated:

- Disruptive behaviour which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises.
- Any inappropriate behaviour on the school premises.
- Using loud or offensive language or displaying temper.
- Threatening in any way, a member of staff, visitor, fellow parent/carer or child.
- Damaging or destroying school property.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the school community.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff/governors at the school in person or on social media or other forums.
- The use of physical, verbal or written aggression towards another adult or child. This includes physical chastisement.
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences)
- Smoking, vaping, taking illegal drugs or the consumption of alcohol on school premises.
- Dogs being brought on to the school premises (other than guide/therapy dogs).

This is not an exhaustive list but rather indicators of the types of behaviour that will not be tolerated. Should **any** of these behaviours occur on school premises or in connection with school the school may feel it is necessary to take action by contacting the appropriate authorities or consider banning the offending adult from entering the school premises.

Section 4 – Resolving Difficulties

We are committed to resolving difficulties in a constructive manner, through an open, respectful and positive dialogue. However we understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships. Where issues arise or misconceptions occur, please contact your child's teacher or the Head Teacher, who will

be available to go through the issue with you and hopefully resolve it. Where issues remain unresolved for parents and carers, please follow the school's complaints procedure. This is available on the school website or a copy can be requested from the school office.

Thank you for abiding by this code in our school. Together we create a positive, safe and nurturing environment not only for the children but also all who work and visit our school.

It is important for parents and carers to make sure any persons collecting their children are aware of this policy.