# Blue Coat
# Church of England
# Academy
# Parents and Visitors Policy

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| Date: | | September 2026 |
| Ratified by the Governing Body on: | | 1st October 2026 |
| Prepared by: | D J Smith | |
| Principal | DJSmith | D. Smith |
| Chair of Governors | | A. Clayton |
| Review date: | | September 2029 |

*1 John 5:1: "Everyone who believes that Jesus is the Messiah has been born of God, and everyone who loves the Father also loves the one born of Him."*

Blue Coat Church of England Academy is an inclusive Christian learning environment, our school values underpin all of our policies: Wisdom, Endurance, Service, Kindness and Hope.

# Parents and Visitors Policy

## Academy Ethos Statement

Blue Coat Church of England Academy is an inclusive school that serves the whole community of Walsall and the West Midlands area. The Academy has a distinctive character and ethos, which reflect the teachings of Jesus Christ and Christian values. We ask all parents applying for a place here for their children to respect this ethos and its importance to the Academy community. We hope that all students who come to Blue Coat Church of England Academy will be able to participate (as appropriate) in the religious life of the Academy (including collective worship and religious education). This does not affect the right of parents to withdraw their children from collective worship and religious education and for those who are not Christians to apply for a place. Indeed, through our commitment to inclusivity, we actively welcome families from other faiths and no faith.

## Appropriate Conduct

Blue Coat Church of England Academy aims to maintain a positive relationship with parents and carers at all times so that students perceive a strong and supportive approach by both home and school. The purpose of this policy is to provide a reminder to all parents, carers and visitors to our academy about their expected conduct. This is so we can continue to achieve in an atmosphere of mutual understanding.

**As an Academy we expect parents, carers and visitors to:**

• Understand that both teachers and parents/carers need to work together for the benefit of their children

• Demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour

• Speak politely to staff at all times

• Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue

• Approach the school to help resolve any issues of concern

• Use the main academy entrance and do not to enter the buildings any other way. This will protect the children and make the school more secure. All visitors MUST sign in at the main reception

**In order to support a peaceful and safe school environment the Academy cannot tolerate parents, carers and visitors exhibiting the following:**

• Disruptive behaviour which interferes or threatens to interfere with the operation of the Academy

• Making impolite and disrespectful comments

• Using loud/or offensive language, swearing, cursing, using profane language or displaying temper

• Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence

• Damaging or destroying school property

• Abusive or threatening e-mails or text/voicemail/phone messages or other written communication

• Defamatory, offensive or derogatory comments regarding the school or any of the students/parent or carer/staff, at the academy on Facebook or other social networking sites. Any concerns you may have about the academy must be made through the appropriate channels by speaking to the class teacher, the Principal or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned

• The use of physical aggression towards another adult or student

Should any of the above behaviour occur on academy premises, it may be necessary to contact the appropriate authorities and possibly ban the offending adult from entering the academy grounds.

**Responding to Inappropriate Behaviour from parents, carers or visitors**

We will act to ensure Blue Coat Church of England Academy remains a safe place for pupils, staff, visitors and all other members of our community. If a parent/carer has concerns we will always listen to them and seek to address them. However, inappropriate, abusive, threatening or violent behaviour will not be tolerated.

**Where a meeting has been arranged with a person previously demonstrating inappropriate behaviours staff will:**

• be accompanied by another member of staff

• set a clear agenda, expectations and outcomes before the meeting

• agree a time limit

• clarify and record outcomes

**If there is inappropriate behaviour during a meeting staff will:**

• ask the parent / visitor to calm down

• stop the meeting if the behaviours continue

• offer to make a another appointment when they are calm

• state calmly that the meeting has closed for that day

• request that the parent / visitor leave or the staff leave the room

• call a colleague / line manager or the police if necessary

• make a record of the meeting on the Record of Inappropriate Behaviour Form

**If the conversation is on the telephone staff will:**

• state that they will end the conversation if the caller is not polite and calm

• put the phone down if they do not respond to this request - first stating that they are putting the phone down now

**If a parent or visitor approaches a member of staff following an incident of inappropriate behaviour the member of staff will:**

• say politely that they have passed this issue to a senior member of staff

• walk away

• record the incident

**If a member of staff is upset or affected in any way they should:**

• seek in-school help and advice

• contact external teacher / staff support networks

**If a member of staff witnesses inappropriate behaviour they will not ignore it. They will:**

• walk up and stand by the member of staff

• intervene if this seems appropriate using strategies from above

• suggest the parent/ visitor makes an appointment

• escort the colleague away to a safe place and ensure they are OK

• inform a senior member of staff

**A senior member of staff will do something. They will:**

• follow up any incidents of inappropriate behaviour

• make sure the incident has been recorded

• send a letter of expected behaviour or make a telephone call or set up a meeting

There should be a written record made of all incidents with witness statements attached where appropriate.

***No meeting at the school may be electronically recorded without the express permission of all parties, and the information obtained without such permission will not be admissible in any proceedings.***

We trust that parents and carers will assist our academy with the implementation of this policy and we thank you for your continuing support of the academy.