STAHS
PREP SENIOR SIXTH

Guidance on Visitor Behaviour

Behaviour Management Policy Related Document

June 2026

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STAHS

PREP SENIOR SIXTH

PART OF

ST ALBANS EDUCATION GROUP

STAHS P04: BEHAVIOUR MANAGEMENT RELATED DOCUMENT

P04: GUIDANCE ON VISITOR BEHAVIOUR

1. PRINCIPLES

1.1. The School 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.

1.2. We expect all visitors to behave appropriately when they are either on site at STAHS or representing STAHS 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.

2. EXPECTED VISITOR BEHAVIOUR

2.1. We expect all visitors to engage in positive behaviours that enable individuals and the School community to function happily and effectively. STAHS has a robust set of School Rules that students 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 STAHS staff response to inappropriate behaviour from a visitor.

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

2.3. 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.

2.4. Visitor behaviour which presents a safeguarding concern will be dealt with according both to this document and to the school's Safeguarding Policy.

2.5. Visitor behaviour which may be construed as radical will be dealt with according both to this document and to the School's Prevent policy.

2.6. Inappropriate visitor behaviour includes but is not limited to:

2.6.1. Inappropriate language (e.g., swearing, sexualised language, racist or hateful language)
2.6.2. Harmful criticism or ridicule of a child or other visitor
2.6.3. Aggressive or threatening behaviour
2.6.4. Heckling or other disruptive behaviour in group events
2.6.5. Intoxication
2.6.6. Violence
2.6.7. Any behaviour that puts a child at risk of physical, sexual, or emotional harm or neglect
2.6.8. Any language or behaviour which presents or condones radical views
2.6.9. Unsafe use of equipment or facilities, including vehicles
2.6.10. Failure to heed the instructions of School staff (STAHS staff or the staff of visiting/hosting schools)

3. STAFF RESPONSE TO INAPPROPRIATE VISITOR BEHAVIOUR

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

3.2. 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:

3.3. Low-level inappropriate behaviour

3.3.1. 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.

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

3.4. Moderately inappropriate behaviour

3.4.1. 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 School staff (including ceasing low-level inappropriate behaviour).

3.4.2. Members of staff should seek a member of the Senior School Leadership Team or Prep Senior Leadership Team (or other similarly responsible member of staff if SSLT/PSLT 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.

3.5. Serious breach of conduct

3.5.1. 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.

3.5.2. 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. Staff must inform a member of the Executive Team as soon as possible if a serious breach of conduct has occurred (regardless of whether emergency services were involved), and that member of staff may be asked to write an account of the incident.

3.6. Repercussions of visitor misconduct

3.6.1. The School 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 School site or otherwise engaging with School events. This request will be made by the Head in writing.

3.6.2. Visitors have a right to complain if they feel that they have been mistreated at a School event. All complaints should be entered through the School complaints procedure, available on the School website. Please note that the School Complaints procedure is only available to current parents; any other visitor would only have recourse to legal complaint.