



BROWNHILLS SCHOOL

VISITORS TO SCHOOL SITE

RECEPTION OF VISITORS:

All visitors to the school, whatever their purpose or business, will initially be greeted in Reception. Staff will ensure that visitors are:

- Greeted promptly and courteously by reception staff and the nature/purpose of their visit, eg who they wish to see, established.
- Asked to sign the visitors' book and issued with a visitor's badge.
- Safeguarding sheet issued
- Appropriate checks made re: safeguarding, i.e. checking of DBS registration number and date of expiry, if working directly with pupils
- The intended action should be communicated to the visitor, eg locating the member of staff.
- Whatever action is required to deal with the visitor's purpose/business will be carried out immediately and the visitor informed.
- If for any reason, it is necessary for the visitor to wait anything in excess of 5 minutes, he/she will be kept informed of the progress in dealing with the matter and, if appropriate, apologies for the delay offered.
- Where appropriate, the visitor will be introduced to the member of staff dealing with his/her business.

It should also be noted:

- In the case of any visitor who appears alarmed or distressed, care will be taken to calm and reassure them.
- In the case of being notified of a visitor or appointment, colleagues should attend to the person promptly.
- When an interview is required, colleagues should always use an appropriate room. Interviews should never take place in an area used for access by other staff/pupils.

ALL STAFF

- Staff should be vigilant regarding visitors. Staff should question visitors to school site if they are not wearing a badge or are not accompanied by a member of staff.
- The visitor should be accompanied to reception. If they refuse to go, SLT should be called (two members)
- If the visitor refuses to follow instructions of SLT, reception should be notified immediately and the police called by KT or PT.
- SLT should stay with visitor until they depart or police arrive