

KING EDWARD VII SCHOOL POLICY



Unexpected Visitors to School (Dealing with)

Document Adopted by Governing Body

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Signed (Chair):

Date: March 2018

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Date of Next Review: March 2020

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DEALING WITH UNEXPECTED VISITORS, CALLERS and ENQUIRIES

These guidelines apply primarily to staff working in the School's offices but it happens from time to time that other members of staff encounter visitors or strangers. The presence of strangers in the buildings or grounds raises issues of safety for the whole community. All staff are required to be alert to the presence of such people and to respond according to these guidelines.

From time to time, unexpected visitors turn up at either Lower School or Upper School and seek contact with students or others within the School. There have rarely been serious problems, but we cannot afford to be complacent.

The following procedure should be followed if an unexpected visitor arrives at School:

- 1) As many as 230 Over 100 adults may be working at the School on a given day. Identification of a stranger is not always easy. It is essential for all members of staff to wear their staff identification badge in a clearly visible position at all times during the working day. Post 16 students are also required to wear their identification badges on site.
- 2) All visitors must sign in. If you encounter a visitor or stranger in the building who is not wearing a staff or visitor's badge, ask this person to accompany you immediately to the School Office to sign in.
- 3) If the entry in the signing-in book If a signature is unclear or illegible, office staff will ask for the entry to be re-written clearly and if still concerned they have every right to ask for some form of identification, such as a driving licence.
- 4) If, in your judgement, the visitor does not have legitimate business in School, then politely decline to give that person admission. Under no circumstances should a visitor be permitted to progress without authorisation beyond the foyer in either building. If this proves difficult, then summon immediate assistance, whilst asking the visitor to wait, if he or she should be insistent.
- 5) NO INFORMATION about students or staff can be given out to casual and unknown callers, however plausible, pleasant or well-spoken they may be. This includes confirming or denying that a given student attends the School or that a given adult works at the School. This may appear unhelpful, but the refusal can be given politely yet firmly by saying: "I'm very sorry, but I am not permitted to give you any information about individuals." If this causes any difficulty, summon help.
- 6) It is perfectly reasonable to receive messages from callers in person or by telephone which need to be passed on to students or staff. However, it is not acceptable to fetch a student or member of staff who is in class, to deal with routine matters. The message will be delivered in due course and as efficiently as possible. If the caller wishes to leave an item for a student or adult, then accept this and offer to pass it on as efficiently as possible.
- 7) If an unknown visitor claims to be a relative or close family friend with an urgent message, requiring the presence of a student or member of staff, then explain that it is school policy not to disturb lessons. If this gives rise to a problem, summon a senior member of staff, who will have to make a judgement. Legitimate visitors will understand and accept our procedures, even if they involve some slight inconvenience or delay.
- 8) If you have any doubts at all when dealing with visitors, summon immediate help.