

Educate U

Open Door Policy

Approved by: Susan Evans Director of Education	Date: 01/04/21
Last reviewed on: 09/08/2021 (Susan Evans), 01/09/22 (Susan Evans), 05/09/2023 (Sarah Paoletti, Headteacher), 16/03/24 (Sarah Paoletti)	
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Open Door Policy

The purpose of our Open-Door Policy is to encourage open communication, feedback and discussion. We value the input parents make to the school. If parents/carers have any worries or concerns about their child's education, then we believe that it is far better that they come into school and discuss them – in the first case with the class teacher or Parent Connection Lead, then with a member of the Senior Leadership Team and then the Head Teacher. Following this process allows issues to be resolved and explained.

Staff will listen to your concerns and work with you to resolve any issues that you might have. Staff and parents are expected to be reasonable and fair to all parties. It is in the best interests of all our children to work together. We can maintain our 'Open Door Policy' by requesting your co-operation with the following rules.

- All visitors to the school must report to the school office upon arrival.
- Parents and carers who visit the school site at times other than the start and end of the day, are expected to report to the main office and sign in, obtain a red visitors badge and make the purpose of their visit known. They will then be escorted to their point of contact, OR their point of contact will be asked to come to the school reception to receive them. The contact will then be responsible for them while they are on site and will escort them off the premises at the end of the visit. The visitor must not move about the site unaccompanied.
- On departing the school, visitors should leave via the school reception, sign OUT and return their visitors' badge.
- Class teachers will usually be available for an Open-Door meeting at the end of the school day, during handover. In some cases, the teacher may not be available for genuine reasons and a different meeting time should be arranged.
- If you feel that the matter needs more than 10 minutes to discuss, then parents should phone the school office to make an appointment to see the member of staff at a mutually convenient time. Please make sure to state the purpose of the meeting request.
- Staff may also be available to take phone calls, when they are not available, please leave a contact number so that the member of staff may call you back at a different time.

- At the beginning of the school day and during working hours, the main school is only accessible to parents, the site is locked for the security of our pupils.
- At no time should parents raise their voices at staff, particularly in front of children.
- Aggressive or threatening behaviour is also unacceptable.
- Violators of the Open Door Policy may be asked to leave the school premises and future meetings will only be held after a prior appointment is made.

Planned Visitors other than Parents and Carers

Before any visitors are invited to the school, the Headteacher or a member of the senior leadership team must be informed, with a clear explanation as to the visit's relevance, purpose, and the intended date and time.

When inviting visitors to the school, the member of staff hosting the visit should ensure they have been asked to bring with them their DBS details if applicable, and formal identification (including photo ID). Members of staff arranging and hosting visitors, must inform the school office in advance so that this information can be entered into the school diary. All visitors will be given the appropriate safeguarding leaflet by the school office, before they leave the reception office and asked to sign in and wear a red lanyard for the duration of the visit.

The visitor must not be allowed to move about the site unaccompanied unless the school has completed the relevant checks (through DBS), or has received details of this through the organisation employing the visitor.

Unknown/Uninvited Visitors to the School

Any visitor to the school site who is not wearing a red visitor badge will be challenged politely in relation to who they are, and their business on the school site. They should then be reminded of the school procedures, and escorted to reception to be issued with a visitor badge if approved.

If the visitor refuses to comply, they should be asked to leave the site immediately and a member of the SLT informed. The SLT member will consider the situation and decide if it is necessary to inform the police. If an unknown/uninvited visitor becomes abusive or aggressive, they will be asked to leave the site immediately, and warned that if they fail to leave the school grounds, police assistance will be called for.