VISITOR POLICY 2025-26

Introduction to Campus Visit Procedures

At Shaikh Khalifa Bin Zayed Bangladesh Islamia School, we prioritize the safety, security, and smooth functioning of our school environment. To maintain these standards, we have established clear procedures for visiting our campus. These guidelines are designed to ensure that all visitors, including parents, guardians, prospective families, and community members, can have a positive and productive experience while respecting the needs of our students and staff.

1. **School Procedures for Visiting the Campus:**

2. **Visitor Registration:**

   o All visitors must register upon arrival at the school's main entrance or designated visitor registration area.

   o Provide identification (e.g., Emirates ID, passport) and state the purpose of the visit.

3. **Appointment Confirmation:**

   o Visitors should have a scheduled appointment or prior arrangement with school staff or administration.

   o Confirm the appointment details with the administrative office or the person you are meeting.

4. Visiting Hours for Visitors:

   - Monday to Thursday :   9:00 AM – 10:30 AM
   - Friday   :   9:00 AM – 10:00 AM

5. **Visitor Identification:**

- Obtain a visitor badge or identification pass from the administrative staff upon registration.

- Wear the visitor badge prominently throughout the duration of the visit.

6. **Escort Requirement:**

- Visitors may be required to be escorted by school staff or a designated guide during their visit, depending on the nature of the visit and school policy.

7. **Restricted Areas:**

- Respect designated restricted areas within the school premises, such as faculty rooms, student classrooms during instructional hours, and other sensitive areas.

2. Unacceptable behavior:

The following examples are not exhaustive but illustrate behaviour that will not be tolerated:

- Shouting, screaming, swearing, or using offensive language, in person or by telephone, email or social media.
- Verbal or physical threats, intimidation or aggressive gestures.
- Hitting, pushing, spitting or otherwise physically assaulting staff, pupils or other visitors.
- Damaging or stealing school property.
- Persistent or abusive phone calls, emails, text messages or social media posts about staff or students.
- Using staff or student as threats to discipline or coerce children.
- Approaching another family's child to discuss or chastise them.

3. Permission to enter the school site

Parents and carers have an implied permission to be on site for purposes connected to their child's education (drop-off/pick-up, meetings, events). This implied permission may be withdrawn if the person's behaviour is unacceptable. Contractors, delivery personnel and pre-arranged visitors have permission to be on site for the purpose of their visit only.

4. Withdrawing permission to be on site

The Principal (or authorized senior leader) may withdraw implied permission to be on site if a visitor's conduct on school premises is unacceptable. Withdrawal can be immediate and will be confirmed in writing. The school will make reasonable arrangements to ensure the child's education is not adversely affected by a withdrawal of permission for a parent/carer to attend the site.

Where a banned person attends the site they may be treated as a trespasser and the school may contact the police or relevant authorities.

5. How the school will respond

Immediate response

1. Where possible, a staff member will ask the visitor to leave or move to a quieter area to discuss the concern.
2. Staff should seek support from a senior leader (Vice Principal/ Office admin) and, if necessary, summon security or the police.

After an incident

- Witnesses will be asked to complete written statements as soon as possible.
- The Principal will consider whether a verbal warning, written warning, temporary ban or permanent ban is appropriate.
- The Chair of Governors will be informed of any proposed ban lasting longer than one week or any serious incident.

6. Steps and sanctions (escalation)

Step 1 — Verbal warning: A member of SLT will speak privately with the visitor to explain that the behaviour is unacceptable and request it not be repeated.

Step 2 — Written warning: If the behaviour continues, the Principal will send a written warning setting out the consequences of further incidents.

Step 3 — Final written warning: A final warning will be issued by the Chair of Governors if behaviour still does not improve.

Step 4 — Exclusion from premises: If incidents persist or are serious, the school will exclude the person from the premises for a fixed period or indefinitely. The person will be informed of their right to make written representations.

Step 5 — Legal action: If the visitor refuses to comply with a ban or commits a criminal act, the school will involve the police and other appropriate authorities.

7. Letters and communications (templates)

The school maintains template letters for:

- Written warning about behaviour
- Temporary ban from school premises (with opportunity to make representations)
- Reinstatement of permission to visit the school

8. Reporting an incident (Incident Report Form)

Staff should complete an incident report containing:

- Date, time and location of incident

- Names and contact details of those involved and witnesses
- Description of events and outcome (e.g., police called)
- Any injuries or damage to property
- Actions taken by the school

Signed by the reporting member of staff and retained on file.

9. Complaints and reviews

If a parent wishes to dispute a decision (for example, a ban), they have the right to make representations in writing to the Principal and, if unsatisfied, to request review by a panel of governors not previously involved. The school's formal complaints procedure should be followed for disputes about school services.

10. Communication and publication

This policy will be published on the school website and shared with parents via the usual communication channels. Visitors will be asked to behave in accordance with this policy when attending the school site.

11. Responsibilities

- **Principal / Senior Leadership Team:** implement the policy, investigate incidents, issue warnings and bans.
- **Chair of Governors:** review and uphold bans longer than one week or serious incidents.
- **Staff:** report incidents and complete incident reports.

12. Review

This policy will be reviewed every two years or earlier if required by changes to legislation, ADEK guidance or local circumstances.

SCHOOL ADMINISTRATION

Review date: 01/01/2026