



The Royal School

Wolverhampton

Managing Disruptive Visitors and Social Media Posts

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Purpose

To ensure the safety and wellbeing of pupils, staff, and visitors by establishing a clear procedure for managing disruptive behaviour on school premises and Social Media posts.

1. Legal Framework

This policy is underpinned by:

- Education Act 1996 (Section 547) – Authority to remove individuals causing a nuisance or disturbance.
- Health and Safety at Work Act 1974 (Section 2) – Duty to protect staff from threats, abuse, or violence.

2. Prevention Measures

- Visitor Code of Conduct which includes:
 - Respect for school policies and staff.
 - Appropriate language and behaviour.
 - Clear expectations for interactions with pupils.
- Sign-in Protocols:
 - All visitors must sign in and wear a visible badge.
 - Entry and exit via designated visitor entrance only.

3. Staff Training and Awareness

- Staff must report unidentified visitors to reception or SLT.
- Staff should not approach disruptive visitors alone.
- SLT must be alerted immediately in case of concern.

4. Immediate Response Procedure

Step 1: Initial Assessment

- Identify disruption severity and risk.
- Notify SLT immediately.

Step 2: De-escalation

- Staff to engage calmly.
- Relocate pupils if necessary.
- Offer private discussion space.

Step 3: Warning

- Clearly state unacceptable behaviour.
- Refer to visitor code of conduct.
- Issue formal warning of removal.

Step 4: Removal

- Principal or deputy may authorise removal under Section 547.
- Removal must be safe and proportionate.
- Police may be contacted if necessary.

5. Post-Incident Actions

- Record incident using standard form.
- Check wellbeing of affected staff.
- Notify parent/carer in writing.
- Seek advice from local authority or legal representatives if needed.

6. Banning Visitors

- Temporary or permanent bans may be imposed by Principal or governing body.
- Bans must be communicated in writing.
- Review process must be in place.
- Alternative arrangements must be made for complaints or essential communication.

7. Special Considerations for Parents/Carers

- Refer to parent/carer code of conduct.
- Impact on event attendance and communication methods.
- Safeguarding concerns must be reported to Principal or DSL.

8. Social Media Posts

- The Royal School, Wolverhampton is committed to safeguarding its community from online abuse, discrimination, and harassment. To uphold this commitment:
 - Staff are encouraged to take appropriate action in response to any derogatory, discriminatory, or harassing content posted online, including pursuing legal remedies where necessary.
 - Parents and carers may be formally requested to remove inappropriate social media content, including posts on platforms such as Facebook, Twitter, and WhatsApp, if such content is deemed harmful, defamatory, or in breach of school policies.

The school will act in accordance with its safeguarding and behaviour policies and may seek advice from legal representatives or the local authority when responding to serious incidents.

9. Recording of telephone and in person conversations

To protect the privacy and wellbeing of staff and the wider school community, The Royal School, Wolverhampton does not permit the recording of telephone or in-person conversations without prior consent.

- Recording conversations without consent is strictly against school policy.
- If a member of staff suspects that a conversation is being recorded, they are entitled to end the discussion immediately.
- In such cases, the school will continue the communication via formal written channels, such as email or letter.

This policy is in place to ensure respectful and transparent communication between the school and parents/carers, and to uphold the principles of trust and safeguarding.

Implementation & Review

This policy is reviewed annually, or sooner if national guidance changes, to ensure alignment with best safeguarding and conduct practices.

Additional Policies:

Complaints Policy

Visitors Policy

Safeguarding and Child protection Policy



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Wolverhampton

Visitor Incident Report Form

Please complete all sections of this form. Attach additional pages if necessary.

Visitor Details

Full Name:	
Date of Birth:	
Address:	
Contact Number:	

Incident Description

Date of Incident: _____

Time of Incident: _____

Location of Incident: _____

Describe what happened:

Injury Details

Nature of Injury: _____

Body Part(s) Injured: _____

Was First Aid Provided? Yes / No

Details of First Aid:

Witness Information

Witness Name:	
Contact Information:	

Actions Taken

Describe any actions taken following the incident:

Signatures

Visitor Signature: _____ Date: _____

Staff Signature: _____ Date: _____