



Visitors Policy

ClubsComplete™ is committed to providing a safe and secure environment for the children in our care. When we have visitors to our club we need to ensure that this will not have a detrimental effect on the children and that the person in question has a valid reason for visiting the club.

Accordingly, when a visitor arrives at the club we will follow the procedure set out below:

- All visitors to the Club must sign in to the school sign in book/e-system (if applicable) and the setting **Visitor Log**.
- The identity of the visitor must be checked as well as the visitor's DBS disclosure.
- Visitors will be briefed on our mobile phone policy and asked to follow this while they are in the club.
- If staff require further reassurance of the identity of the visitor, they will phone the employing organisation of the visitor, eg Ofsted, Local Authority, Environmental Health Department, etc, for further confirmation if they are not satisfied with formal identification. Visitors will not be permitted into the setting until the Setting Manager is satisfied with ID and DBS checks.
- The reason for the visit will be recorded.
- **Visitors will never be left alone or unsupervised with the children.**
- If a visitor has no reason to be on the Club's premises staff will not allow them into the setting.
- If the visitor refuses to leave, staff will call the police. In such an event an Incident Record will be completed.
- When a visitor leaves the premises, the Setting Manager must record their time of departure on the **Visitor Log**.

Last reviewed: January 2025

Next reviewed : January 2026