



## **Parent, Carer and Visitor Code of Conduct**

Reviewed January 2025

This policy will be reviewed annually.

## Introduction

The Governing Board, Headteacher and staff strongly believe that our school should be a welcoming and safe place for our children, staff, parents and visitors alike; where these core values are upheld. We have legal responsibilities for the safeguarding and wellbeing of our children and staff, and a duty of care to all users of our school.

## Rationale

All adults who enter our school site, at any time, set examples of behaviour and conduct which influence our children and young people, and we believe that they should therefore demonstrate high standards of conduct in order to encourage our pupils to do the same. Parents, carers and visitors must show respect to all other parents, carers, children, staff and visitors.

All members of staff have the right to work without fear of violence and abuse and we expect parents, carers and other visitors to behave in a reasonable way at all times. Adults who do not behave in an acceptable manner, may be asked to leave the site and the Headteacher has the right to further restrict their access. This policy highlights our expectations in respect of the conduct of parents, carers and visitors to our school and outlines the steps that will be taken where behaviour is considered to be unacceptable.

## Examples of Unacceptable Behaviour

- Shouting at or using an aggressive tone towards members of staff, either in person, over the telephone or other messaging service
- Use of offensive or aggressive language towards other adults, staff or children
- Physically intimidating members of staff and/or other parents or pupils
- Approaching someone else's child in order to question or chastise them
- Physical abuse, threatening, oppressive or aggressive behaviour
- Using aggressive hand gestures
- Swearing
- Pushing\Hitting, eg slapping, punching, kicking or poking
- Breaching the school's security procedures
- Attempting to gain entry to any part of the school in disregard of procedure or without permission
- Entering the school site under the influence of alcohol or drugs
- Smoking/vaping/using drugs whilst on school property
- Bringing alcohol onto school premises or excessive consumption of alcohol at school events
- Bringing dogs, with the exception of 'Assistance Dogs', on to the school site without the explicit permission of the Headteacher
- Damaging or destroying school property
- Displaying any signs and/or handing out notices or messages, which could cause unreasonable upset and /or harm to any member of staff, governor, parent or child
- The use of phones to video or record conversations, in person or on the phone, with members of staff without their permission/knowledge
- Discriminatory language on the basis of certain personal characteristics\* which might undermine our school values, regardless of background

The above list outlines examples of unacceptable behaviour; however, this is not exhaustive.

## **Parent/Carer/Visitor Responsibilities**

School related issues, which parents or carers may have concerning the school, pupils or their families must be brought to the attention of the appropriate member of staff in line with our Complaints Policy. This is available on the school website or a copy can be requested from the school office. Parents and carers should not try to resolve any issues themselves by direct action.

We expect all communication between parents and the school to be conducted in a polite and respectful manner. Communication may be similarly restricted if it becomes unacceptable, for example, abusive, persistent or threatening emails or text/voicemail/phone messages or other written communication. Please refer to our Complaints Policy for further information regarding vexatious complaints. This is available on the school website or a copy can be requested from the school office.

Parents and carers are encouraged to reflect carefully before posting on social media and are asked to consider the well-being of others before doing so. Parents are expected to treat everyone with respect and courtesy at all times – even on social media – and reminded that adults should set a good example to their children and other pupils.

On occasions some parents are tempted to make inappropriate and/or comments about the school, school staff, other parents and /or pupils on social media. Parents and carers are strongly discouraged from posting negative messages with regard to the school on social media. Social media is not the forum for raising concerns or complaints about the school or other parents. If parents have a concern about the school, this must be brought to the attention of the appropriate member of staff in line with our Complaints Policy. This is available on the school website or a copy can be requested from the school office.

In the event that any pupil or parent/carers of a pupil is found to be posting inappropriate comments on social media, they will be reported through the appropriate 'report abuse' section of the social media site and consideration will be given to taking further action. Repeats of such behaviour will be considered as cyberbullying\*\* which is unacceptable. Making potentially defamatory comments about others on social media could have legal implications. In addition, threats of violence can lead to criminal action. The school will also expect any pupil or parent/carers to remove such inappropriate comments immediately.

## **Procedure Following Unacceptable Behaviour - Legal Framework**

Under 'Section 547' of the Education Act 1996, it is an offence for any person to be on school premises to cause or permit a nuisance or disturbance. It provides the right to remove and prosecute any person who is believed to have committed an offence. Whilst a parent or carer of a child attending the school normally has implied permission to be on the school premises at certain times and for certain purposes, this permission may be withdrawn if the parent or carer exhibits behaviour which the Headteacher believes is unreasonable. This also applies to all other individuals invited into the school for other reasons.

In the event of any parent/ carer/visitor breaching this policy then appropriate action will be taken, for example:

- Parents, carers or other visitors exhibiting unacceptable behaviour, usually receive a warning letter from the Headteacher or Chair of Governors in the first instance. This is at their discretion depending upon the severity of the behaviour exhibited.
- Parents, carers or other visitors exhibiting unacceptable behaviour could have their access restricted which prevents access to the school premises.
- Anyone who has had their access restricted and then ignores the restriction and enters the school site may be removed from the school site and police will be called if necessary. They will be prosecuted if it is believed they have committed an offence.
- The Governing Body, in conjunction with the Headteacher and Gloucestershire County Council Legal Services, will take the lead in authorising the removal of a person believed to be causing a nuisance or disturbance, and if necessary, will bring legal proceedings against them.

In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will in the first instance be referred to the police. If the adult is known to work with children, the Local Authority Designated Officer will also be informed if their behaviour has impacted a child. This will include any or all cases of threats of violence and actual violence, to any child, staff, visitor, contractor or governor of the school. This will include anything which could be seen as a sign of harassment of any member of the school community, such as any form of insulting social media post or any form of social media cyberbullying\*\*

## References

\*The characteristics that are protected by the Equality Act 2010 are:

- age
- disability
- gender reassignment
- marriage or civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

\*\* Cyberbullying is harassment of bullying with the use of digital technologies. It can take place on social media, messaging platforms, gaming platforms and mobile phones. It is the repeated behaviour, aimed at scaring, angering or shaming those who are targeted. It includes spreading lies about or posting embarrassing photos of someone on social media, sending hurtful messages or threats via messaging platforms, impersonating someone and sending mean messages to others on their behalf.