



# Parent and Visitor Code of Conduct

September 2024 - 2025

# Policy for Expected Behaviour of Visitors & Parents on school premises

## Mission statement "*Inspiring Beyond Measure*"

### Introduction and Rationale

This policy links to our Academy aims and mission statement in the following way:

- We want children and staff to enjoy coming to school and feel safe, healthy and confident.
- We want visitors to remark on the wonderful atmosphere in the school, the stimulating environment (in and out of school) and the beautifully behaved and well-mannered children.
- We want to have an effective and supportive relationship with Parents, Governors, and the local and wider community.

Our school encourages close links with parents and the community. We believe that children benefit when the relationship between home and school is a positive one.

It is important to us that we set good examples in school of the very best behaviour for our pupils as we know that is what parents want and expect. The vast majority of parents, carers and others visiting school are keen to work with us and are supportive of our school and that is how we want our relationships with parents and visitors to be.

In order to help us maintain our high standards of pupil behaviour, we would ask that all parents and visitors behave with respect towards pupils and staff when in our school buildings or in the playground. This means being polite and not using raised voices or any other unacceptable behaviour.

We appreciate that sometimes, visitors or parents may be frustrated and angry and this can lead to them getting cross or demonstrating some aggression, towards school staff. The school expects its staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement, as appropriate, of other colleagues. However, all staff have the right to work without fear of violence and thus we will not tolerate instances of verbal or physical abuse on our premises.

Because we understand that there are some rare cases where frustrations get out of hand, we have outlined below the steps that we will, take on these occasions.

## **BEHAVIOUR**

We regard the behaviours below as being unacceptable in our school. This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour.

- Shouting at staff, either in person or over the telephone.
- Physically intimidating a member of staff e.g. by standing very close to him/her
- Verbal abuse, or making personal comments IE You are...
- The use of aggressive hand gestures e.g. two fingers raised
- Threatening school staff
- Shaking or holding a fist towards another person
- Writing abusive comments about a member of staff
- Swearing at a member of school staff
- Pushing
- Hitting, e.g. slapping, punching or kicking
- Spitting
- Racist or sexist comments
- Breaking the school's security procedures

Unacceptable behaviour will result in the Trust and, where appropriate, the Police being informed of the incident.

We ask that if you are attending a meeting within school that you only bring one family member/representative with you alongside the professions that are here to support you.

## **PROCEDURE**

These are the steps that will be taken by the school in those rare cases where a parent or member of the public behaves in an unacceptable way towards a member of our school staff.

1. The Principal or an appropriate member of the senior staff, will seek to resolve the situation through discussion and mediation as soon as is possible following the incident.
2. During the discussion with the parent/visitor, they will be given a copy of the Trust's complaints procedure and encouraged to use this if the situation cannot be resolved by the initial discussion.
3. If a complaint is received following the discussion meeting with the Principal /senior staff member, because the discussion has not resulted in the parent/visitor being satisfied with the outcome, the complaint will be dealt with through the normal complaints process.

4. In the unlikely event that the unacceptable behaviour is repeated, or continues, or where there is an extreme act of violence, a parent or carer may be banned by the Principal from the school premises for a week prior to review by the Local Governing Body.

### **Procedures for banning a parent/visitor.**

Prior to being banned the following steps will be taken:

1. The parent/visitor will be warned, in writing, that s/he is banned from the premises for a week and the dates of the ban made clear.
2. The letter will also make clear what will happen if the ban is breached, e.g. that an injunction may follow.
2. Where the ban is as the result of an assault on a member of staff a statement indicating that the matter has been reported to Trust and the Police will be included.
3. Where appropriate, arrangements for children to be delivered to and collected from the school gates will be clarified in the letter.
4. Following the letter being issued, The Chair of the LECC and the Chair of the Trust will be informed of the ban.
5. At the end of the week's ban, the LECC will invite the parent to discuss the situation with the Chair of the LECC with a view to resolving the situation speedily.
6. Following that meeting the ban will either be lifted, upon signed promises of future good behaviour, or will continue for a period of up to one month.
7. At the end of any renewed ban, two Trust members will invite the parent to a meeting to discuss how the situation can best be resolved for the future.
8. In exceptional circumstances the Principal may request the Chair of the Trust for a ban lasting longer than one week in the first instance.

### **CONCLUSION**

Children learn best when there is a positive partnership between home and school. Staff make every effort to work in harmony with parents for the benefit of pupils. However, this is only possible where parents behave in accordance with our expectations. Unfortunately, where a parent's behaviour seriously threatens the right of staff and children to a safe working environment it will not be possible to continue working with him/her and, as a final resort, the Trust reserves the right to explore legal action.

## Appendix 1

### **Inappropriate use of Social Network Sites**

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/pupils. You are, of course, entitled to your private opinions and to address any substantive concern about the school through our complaints policy. Social media platforms are, however, public in nature and so your comments are no more acceptable than had they been spoken in the playground.

We consider the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, the Headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil or parent/carer of a child/ren being educated in the school is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. The school will also expect that any parent/carer or pupil removes such comments immediately.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly is the issue of cyber bullying and the use by on child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying. Thankfully such incidents are extremely rare.

We would expect that parents would make all persons responsible for collecting children aware of this policy.