



## PARENT CODE OF CONDUCT

2022 - 2023

APPROVED BY	DATE OF APPROVAL
I.E.B	November 2023
REVIEW DUE BY	GOVERNOR LINK
September 2023	Mr J Painter (Chair of I.E.B)

## **Contents:**

### Statement of intent

1. [Legal framework](#)
2. [Expectations](#)
3. [Inappropriate behaviour](#)
4. [Managing inappropriate behaviour](#)
5. [Barring from the school premises](#)
6. [Monitoring and review](#)

### **Appendices**

1. Example of Parental Behaviour towards staff letter
2. Example Parental Letter Banning from the school premises

## **Statement of intent**

At Grove Primary School and Nursery, we strive to build a strong relationship with parents to help create a stimulating learning environment that continues from school to home, providing all pupils with the opportunity to achieve to the best of their ability. This ensures that we are

**'Bringing out the best in everyone'.**

To create a welcoming and safe learning environment, the school implements a specifically designed set of expectations regarding behaviour and conduct which parents are expected to act in accordance with. These expectations actively promote our 4 school values:

**Ambition Learn Pride Respect**

All staff members have the right to work without fear of violence or abuse; therefore, physical attacks, threatening behaviour, and abusive or insulting language towards staff members, governors, visitors, pupils or other parents may result in individuals being removed from the premises.

This document outlines the manner in which parents are expected to act whilst on the school premises, as well as detailing the type of behaviour that will not be tolerated.

## **1. Legal framework**

This document has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

- Education Act 2011
- Education Act 1996
- Children Act 2004
- DfE (2022) 'Keeping children safe in education 2022'
- DfE (2018) 'Controlling access to the school premises'

This document operates in conjunction with the following school policies:

- Complaints Procedures Policy
- Social Media Policy
- Child Protection and Safeguarding Policy
- Behaviour Policy
- Staff Code of Conduct

## **2. Expectations**

Our school expects parents to:

- Act in accordance with this code of conduct at all times.
- Support and reflect the school's ethos and values through their behaviour.
- Set a good example to pupils through their behaviour and the way they interact with staff, pupils and other adults.
- Work together with staff members for the benefit of their child and to resolve any issues of concern.
- Treat all governors, staff members, pupils, other parents and any members of the school community with dignity and respect.
- Where appropriate, clarify their child's version of events with the school to bring about a peaceful solution to any issue.
- Correct their child's behaviour appropriately, particularly on the school grounds where it could otherwise lead to conflict or aggressive or unsafe behaviour.
- Respect the school's property and environment by keeping it clean and tidy.
- Follow the school's procedures for dropping-off and collecting pupils from school which include asking all family members to walk with bikes and scooters on the school site.
- Dress in an appropriate manner when on the school premises and attending school events, and ensure their dress and appearance reflects that they are role models for pupils.

Parents can request copies of all relevant policies and procedures from the school office.

### **3. Inappropriate behaviour**

The school takes instances of inappropriate behaviour very seriously and will not tolerate any circumstances that may make pupils, staff members and other members of the school community feel threatened.

Parental behaviour that the school does not tolerate includes, but is not limited to, the following:

- Using foul, abusive or offensive language
- Raising voices inappropriately at another individual
- Making racist or sexual comments
- Using aggressive hand gestures, e.g. raising fists and fingers
- Discriminating against any member of the school community, including pupils, staff, governors and other parents
- Bullying, harassment or intimidation, including physical, verbal and sexual abuse offline and online
- Sending abusive, aggressive or threatening messages, emails or other communications to any member of the school community
- Trespassing on school property without prior permission or implied licence
- Causing intentional damage to school property
- Breaching the school's security procedures
- Physically intimidating an individual
- Partaking in unnecessary physical contact with an individual
- Writing or posting abusive, offensive or defamatory comments about an individual or the school, including on social media
- Psychologically harassing any member of the school community, including displaying vexatious behaviour which is humiliating for the individual and is damaging to their self-esteem
- Displaying disruptive or other inappropriate behaviour which interferes or threatens to interfere with any of the school's operations or activities
- Approaching another parent or pupil to discuss or reprimand them because of an issue between pupils
- Threatening any member of the school community in any way
- Smoking on the school premises
- Taking illegal or harmful drugs while on the school premises
- Drinking alcohol on the school premises.
- Taking photographs or videos on the school premises without permission from the school without prior permission.
- Driving unsafely within the vicinity of the school.

- Parking in a way that disrupts traffic and the safe arrival and departure of pupils, staff and visitors to the school site.

#### **4. Managing inappropriate behaviour**

If a parent is behaving inappropriately, a report will be made to the headteacher or the most senior member of staff available in their absence, who will decide on the most appropriate course of action.

Parents will raise concerns regarding another parent's behaviour or conduct directly with their child's class teacher or the headteacher and will not approach the parent themselves.

Instances of parents displaying inappropriate behaviour will be managed in a variety of ways, depending on the severity of the situation.

When a parent has behaved inappropriately, they will be invited to a meeting by the headteacher to discuss their behaviour and to attempt to resolve the issue. Where this initial meeting is not sufficient to resolve the issue, the headteacher, in collaboration with other staff and relevant agencies, will consider what further action may be required. This action, depending on the situation, could include the following:

- Barring the parent from the school premises
- Contacting the police
- Seeking legal redress through the courts
- Restricting the parent's channels of communication to the school, e.g. no longer allowing the parent to send emails to a staff member directly
- Reporting content the parent has posted online
- Referring the case to children's social care, where the behaviour indicates that the parent poses a risk to children

Any child protection and safeguarding concerns will be addressed in accordance with the school's Child Protection and Safeguarding Policy.

The school reserves the right to escort anyone off the premises who is displaying aggressive or disruptive behaviour. The police may be contacted to provide advice on managing an incident or to assist in the removal of an individual from the premises, where necessary. The police will be contacted where a parent is being violent or has committed assault, or where the event has caused harm to an individual.

If a parent has been previously barred from the premises, or has exceeded their implied access to the premises and is causing a disturbance, the police will be contacted to remove the individual from the premises.

If concerns are raised in relation to a parent's appearance or dress, personal factors will be taken into consideration, on a case-by-case basis, when addressing the concern.

If a parent persistently displays unacceptable and inappropriate behaviour, this may result in them being barred from the school premises, in line with **the barring from the school premises** section of this policy.

## **5. Barring from the school premises**

The school has the right to bar a parent from the premises to keep the school community safe. If a parent is displaying inappropriate or concerning behaviour, they will be asked to leave the school premises. Behaviour that could result in a parent being asked to leave the premises includes aggressive, abusive or insulting behaviour or language that is a risk to staff or pupils, or behaviour that is making staff or pupils feel threatened.

If a parent persistently or consistently behaves inappropriately on the school site, or there is a one-off incident of extremely inappropriate behaviour, the school reserves the right to bar this individual from the school site.

The school will either:

- Bar the parent temporarily, until the parent has had the opportunity to formally present their side.
- Inform the parent that they intend to bar them and invite them to present their side.

The headteacher will send a letter to the parent, informing them of the following information:

- Why they have been temporarily barred or face a bar
- The nature of the bar, i.e. if they are temporarily barred pending their representation or if they must present their side before the decision to bar can be made
- That they have the right to formally express their views on the decision to bar in writing to the chair of governors within 10 working days

The headteacher's decision to bar the parent will be reviewed by the chair of governors.

The chair of governors will take account of any representations made by the parent and decide whether to confirm or lift the bar. The parent will be notified in writing of the decision to uphold or lift the bar.

If the decision is confirmed, the parent will be notified in writing, explaining:

- How long the bar will be in place.
- When the decision will be reviewed.

Decisions to bar will be reviewed at the end of the agreed timescale, in line with the process outlined above. Following a review, the bar may be lifted or, if there are grounds for continued concern regarding the parent's conduct, it may be extended.

Once the appeal process has been completed, parents that remain barred may be able to apply to the Civil Courts. If a parent wishes to exercise this option, they will be advised to seek independent legal advice.

## **6. Monitoring and review**

This document will be reviewed on an annual basis by the headteacher and any changes made will be communicated to all parents and staff at the school.

The next scheduled review date for this document is September 2023.

All parents will be provided with a copy of this code of conduct upon their child's attendance at the school, and are required to familiarise themselves with the procedures and guidelines outlined.

**Headteacher:** Miss A Guest

**Chair of IEB:** Mr J Painter



## Appendix 1:

### Example Parental behaviour letter template

Address line one

Address line two

Town

County

Postcode

Date

### RE: Parental behaviour whilst on school premises

Dear name of parent,

I am writing to you with regard to your actions toward a member of staff on date at time. The incident involved you using abusive language towards name of teacher. We appreciate that your first intention may not have been to be disrespectful; however, the school takes issues of disrespect from parents seriously and a repeat offence may lead to you being banned from the school premises.

At the start of the school term, we asked you to sign and return a copy of our Parent Behaviour Code of Conduct. Within this document we outlined which behaviours the school does not tolerate, including, but not limited to, the following:

- Verbal abuse e.g. swearing, using offensive language or raised voices
- Making discriminatory comments

I must emphasise that, if this behaviour is repeated or you continue to break the Parent Code of Conduct, you will be prevented from entering the school premises in the future.

We are confident this is a one-off incident and will not happen again; however, if your behaviour escalates to the point where staff or pupils feel threatened, or they are placed in danger due to your actions, then we will escort you off the premises immediately. If you resist, we will call the police to assist us in escorting you off the premises.

If you are no longer permitted to enter the school, we will send you information on your next steps with regards to parental engagement, e.g. receiving feedback on your child's attainment.

I hope this issue can be resolved quickly and, if you have any questions or concerns, please feel free to contact me on [email](#) or, alternatively, you can call on [telephone number](#). If you would like to review our procedure for parent behaviour, you can request a copy of our [Parent Code of Conduct](#) or our [Adult Behaviour Policy using the email above](#).

Kind regards,

[Name](#)

[Job role](#)



## Appendix 2:

### Example Letter to parents – banning parents from the school premises

Address line one

Address line two

Town

County

Postcode

Date

### RE: banning from the school premises

Dear name of parent,

I regret to inform you that I have received a report about an occurrence of unacceptable conduct on date at approximately time. [Here please outline a summary of the incident, including any negative effects upon, or potential for harm towards, staff, pupils or other parents. Please note that the DfE considers staff, parents and pupils feeling threatened as sufficient cause to initiate the proceedings for a ban.]

I must inform you that the school does not tolerate conduct of this nature on its premises, and will act to protect its staff, pupils and their parents, and other members of the school community by taking appropriate action.

In line with our Parent Code of Conduct, unfortunately, due to the nature of the incident, we therefore have to instigate the school's formal procedure to temporarily withdraw your permission to enter, or be on the premises of the school, for a period of time.

[New] Please note that this includes any playgrounds, playing fields and other outdoor spaces on the school premises.

The withdrawal of permission for you to enter the school premises takes effect immediately. For the duration of this period, you may bring your child to school and collect them at the end of the school day, but you must not go beyond the school gate.

**[Updated]** If you do not comply with this instruction, we will consider this as an act of trespassing and you will be removed from the premises by a member of the [governing board](#) or by a police officer. As this trespassing would take place on educational premises, it is possible that you may be prosecuted under Section 547 of the Education Act 1996. If convicted under that section, you could be liable for a fine of up to £500, and could have a criminal conviction recorded against you.

If you have any concerns or issues you would like to raise with the proceedings outlined in this letter, I ask that you please raise these with the school in accordance with the school's [Complaints Procedures Policy](#) within the next **10 days** – a copy of which is attached for your consideration. A copy of the school's [Parent Code of Conduct](#) is also attached for your consideration.

If, on receipt of your comments, I conclude that my decision to ban you from the school premises remains the right and reasonable course of action, you will be supplied with details of how to pursue a review of your case.

Yours sincerely,

[Name](#)

[Role](#)