

Policy: Parent/Carers Code of Conduct Policy
Ratified FGB: July 2024
Review: July 2027

Holy Trinity Church of England (VA) Primary School



Believe • Achieve • Inspire •

Parents/Carers Code of Conduct Policy

SCHOOL VISION

Our vision is for our pupils to flourish in an inclusive, inspirational place of learning where we are happy, respectful, kind and safe.

At Holy Trinity Church of England Primary School our Christian vision shapes all we do.

*"I know that there is nothing better for people than to be happy and to do good while they live."
Ecclesiastes 3:12.*

- we facilitate opportunities so every child can flourish in a place where they feel **safe, happy and confident**.
- staff **well-being** and professional development is valued and supported in order to fulfil their roles, **inspire** others and experience personal **fulfilment**.
- the school provides facilities that enables our pupils to reach their potential in an **optimum learning environment**.
- the **school plays a central role within our community** and enjoys strong **links with the church, local companies and other schools**.
- we create a culture of vigilance to **safeguard** all children.

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Principles

This policy has been written taking into account our school aims, the [DfE Guidance 'Advice on school security: Access to, and barring individuals from school premises' December 2018](#) as well as NAHT guidance on dealing with the inappropriate conduct of parents/carers.

At Holy Trinity CE Primary School, we value the positive relationships forged with parents and carers to the school. We encourage close links with parents/carers and the staff and believe that children benefit when the relationship between home and school is a positive one.

We also strive to make our school a place where, as adults, we all model for children the behaviour we teach and expect. In general, we place a high importance on good manners, positive communication and mutual respect.

We believe all parents, carers and visitors to Holy Trinity CE Primary School are keen to work with us and are supportive of the school so it can thrive. However, on very rare occasions the behaviour of an adult is not of the level we would expect. This sometimes manifests itself in aggression or abuse towards a member or members of staff. This can be in the form of written communication (including social media, the press and emails to the school), on the telephone or in face-to-face incidents.

The overriding principle is that all staff members have the right to work or be in school without fear of aggression or abuse from parents or carers. The Governing Board has a requirement to protect staff and children from such inappropriate behaviour.

Raising Concerns

While the school promotes a welcoming approach for parents/carers and visitors, the staff ask that consideration is given to the timing and nature of the concern before approaching them. Quick messages are appropriate in the morning and immediately after school, however, teachers find it difficult to address concerns during these times. It is easier for parents/carers to put their concern in an email directly to the class teacher's email address. The teacher will then make contact at a convenient time.

If a parent/carer or visitor needs to raise a concern regarding their child's welfare or education, report an incident or seek clarification regarding an incident which involves their child, they should email the class teacher or telephone the school to inform the school that they require an appointment to speak to the class teacher in the first instance. The class teacher will make contact at a convenient time to arrange this.

If it is in regards to medication, medical appointments or medical recommendations which means temporary exclusion from a subject then please refer to the office so they are aware and that appropriate medical and safeguarding procedures can be followed. The office staff will notify the appropriate teacher(s).

Definition of unacceptable behaviour

We consider the following behaviours towards staff or pupils to be unacceptable while on the school site:

- **Aggressive behaviour** which causes emotional and physical hurt to others.
- **Abusive behaviour** which is words, actions, reactions, and body language that attacks, demeans, embarrasses, undermines, criticises, and intimidates another person. This can also include shouting or a passive aggressive voice and physical abuse.
- **Threatening behaviour** which is an expressed or implied threat to interfere with an individual's health or safety, or with the property of the school, or property on school premises belonging to others, which causes a reasonable apprehension, intimidation or fear that such harm or injury is about to occur.
- **Interfering behaviour** in which a person involves themselves in a matter that is not of their concern; seeks to take control of a situation or intentionally seeks to stop others from carrying out their role or

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responsibilities. This can include behaviour such as seeking to investigate situations on school premises or to question other children without parent or staff permission.

- **Insulting behaviour** which includes rude remarks, name calling or something a person says or does which insults you.
- **Inappropriate or offensive language** which presents a verbal and foul attack on a person regarding race, religious faith, culture, SEN and/or disability or swearing. Most of the offensive language comes under the Equality Act 2010.
- **Vexatious and malicious behaviour** which includes false or exaggerated allegations made towards an individual and is shared with other members of the community and on social media sites.

In order to support a peaceful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the school grounds including team matches.
- Using loud/or offensive language, swearing, cursing, using profane language or displaying temper.
- Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent/carer or student regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying school property.
- Abusive or threatening e-mails or text/voicemail/phone messages or other written communication
- Defamatory, offensive or derogatory comments regarding the school or any of the students/parent/staff/visitors, at the school on any social media sites or press. (See Appendix 1). Any concerns you may have about the school must be made through the appropriate channels by speaking to the class teacher, Headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.
- The use of physical aggression towards another adult or child.
- Approaching someone else's child in order to discuss, investigate or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Smoking and consumption of alcohol or other drugs whilst on school property.
- Dogs and other animals being brought on to school premises without permission.

Social Media

Holy Trinity CE Primary School encourages a positive ethos where the school and those involved in the school thrive within a positive learning community. Parents using social media should be mindful of what they are posting, the language they are using and to think about who is able to see what has been posted. If anyone has a concern that is school based, we ask that they contact the Headteacher. Our Complaints Policy and Procedures are available on the school website should you wish to make a formal complaint.

Staff

When faced with a complaint we expect members of staff to approach parents professionally, attempting to defuse the situation where possible or seek the involvement, as appropriate, of another colleague for support.

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Staff who face a situation in which they feel they are unable to deal with, or because it is an inappropriate time, have licence to end any communication (face to face or on the telephone). They should then refer the incident to a senior teacher who will take appropriate action to investigate and if necessary invoke the provisions of this policy.

The Schools Approach to Dealing with Incidences

- If a parent, carer or visitor behaves in an unacceptable way towards a member of staff, the Headteacher will assess the level of risk before deciding on a future course of action. The course of action will be reasonable and commensurate with the assessed level of risk.

Risk Assessment

The Headteacher will carry out a risk assessment in order to help make a decision about the level of response. In all cases the response will be reasonable and proportionate. The Headteacher will consider the following questions:

- What form did the abuse take?
- What evidence is there?
- What do witnesses say happened?
- Are there previous incidents to take into consideration?
- Do members of staff/parents/carers/students or visitors feel intimidated by the parent's behaviour?
- Is there any evidence of provocation?
- How high is the assessed risk that this will be repeated or there will be retaliation at the school's action? (low, medium, high).

Recording of Incidents

Staff, visitors or children subject to abuse and witnesses to incidents will make written statements or be interviewed about incident(s) which will be kept in a file with subsequent letters. This file will be kept by the Headteacher. If an individual shares their concern in writing which is marked confidential their information is not to be shared without permission from that individual.

The School's response

Following the completion of the risk assessment, the Headteacher/Chair of Governors will decide the level of action to be taken. Actions will include the following:

Stage 1. Clarify to the parent/carer/visitor what is considered acceptable behaviour by the school

In some instances, it may be appropriate simply to ensure the parent is clear about behaviour standards expected by the school. This could be explained verbally or by letter from the Headteacher. This letter may contain a warning about further action if there are further incidents. Depending on the parent's/carer's/visitor's response a meeting may then be held to discuss the situation and how this can be avoided in future.

Stage 2. Invite the parent/carer/visitor to an informal meeting to discuss events

This could be helpful to discuss and diffuse the situation. The safety and well-being of those attending such a meeting must be carefully considered. Members of school staff and the parent/carer/visitor will always be given the opportunity to be accompanied by at least one other representative at any such meeting.

Consideration should be given to the location of the meeting, and care taken to individual safety should the parent become potentially aggressive. The main points of discussion and any agreed actions should be noted, and a follow-up letter or e-mail sent to confirm the school's expectations and any considered actions before final.

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Stage3. Impose conditions on the parent's contact with the school and its staff

Although fulfilling a public function, schools are private places. The public has no automatic right of entry. Parents of enrolled children at the school have an 'implied licence' to come onto school premises at certain stated times. It is for schools to define and set out the extent of such access. Parents/carers/visitors exceeding this would be trespassing.

Depending on the type, level or frequency of the unacceptable behaviour, the school may consider imposing conditions on the parent's contact with the school. These conditions may include (but are not exclusively):

- restrict access into the school building or specific rooms in the school
- two staff members to be present when the parent/carer/visitor meets on site
- restricting contact by telephone to named members of staff
- restricting written communications to named members of staff
- restricting attendance at school events unless accompanied by a member of staff
- any other restriction as deemed reasonable and proportionate by the Headteacher/Leadership Team or Chair of Governors

In this case the parent/carer/visitor will be informed by letter from the Headteacher or Chair of Governors the details of the conditions that are being imposed on them. The parent/carer/visitor would then be given 10 working days from the date of that letter to make representations in writing about the conditions to the Headteacher/Chair of Governors.

If the parent/carer/visitor wishes to appeal the decisions imposed, then they would write to the Chair of Governors who would then form a panel of three Governing Board members to investigate and decide whether to confirm or remove the conditions. This would be communicated to the parent/carer/visitor in writing within 10 working days of the date of the parent's/carer's/visitor's letter. The Headteacher will be made aware of the decision immediately.

4. Imposing a ban

Where other procedures have been exhausted and aggression or intimidation continues OR where there is an extreme act of violence then the school may consider banning the individual from the school premises. This will include banning a person(s) from accessing the school beyond the office, the whole site, and the school staff by written communication or telephone.

In these circumstances, the individual would be advised in writing by the Headteacher or Chair of Governors that a provisional ban is being imposed. The parent/carer/visitor would then be given 10 working days from the date of that letter to make representations about the ban in writing to the Chair of Governors.

The progress and well-being of the parent's child(ren) will be fully considered. Actions taken against the individual will be reasonable and proportionate. The parent/carer/visitor will have the opportunity to put their views forward at every stage. In the case of the imposition of conditions or a ban from school, robust review processes involving the Governing Board are in place to ensure fairness.

The Chair and Governing Board panel would then decide whether to confirm or remove the ban.

In deciding whether to remove or extend the ban or impose conditions, Governors will give consideration to the extent of the parent's/carer's/visitor's compliance with the ban, any appropriate expression of regret and assurance of future good conduct received from him/her and any evidence of the parent's co-operation with the school in other respects.

Removal from school

Individuals who have been banned from the school premises and continue to cause a nuisance will be deemed to have committed a section 547 offence. They will be considered as trespassers. In these

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circumstances the offender will be asked to leave the school. This may be carried out by a police officer, a local authority member or a senior staff member authorised by the Governing Board. Legal proceedings may be brought against the person.

We trust that parents/carers/visitors will assist our school with the implementation of this policy and we thank them for their continuing support of the school.

This policy was adopted by Holy Trinity CE Primary School and agreed by the Full Governing Board.

Approved by.....on behalf of the School Governing Board.

Signature:.....

Date:.....

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