



## **Parent, Carers and Visitors Code of Conduct**

<b>Monitoring and Evaluation</b>	
Original implementation date:	January 2024
Review & approval delegated to:	Quality of Education Committee
Review frequency:	Annual
Approval date:	November 2025
Date of next Review:	November 2026

### Document Version control

<b>Version</b>	<b>Changes made</b>	<b>Date</b>
1.0	Initial set up of Trust-wide policy	January 2024
	Reviewed and approved	September 2024
1.1	Minor formatting changes	November 2025

## **Introduction:**

We are very fortunate to have a supportive and friendly parent community. Our parents and carers recognise that educating our children is a process that involves partnership between parents and the school. We welcome and encourage parents and carers to participate fully in the life of our schools, and we will act to ensure schools remain a safe place to learn and work.

The vast majority of our parents and carers are keen to work with us and are supportive of the school's work. If a parent or carer has concerns we will always listen and seek to address them.

All members of our school community are entitled to be able to work, study or visit without fear of verbal or physical assault. It is the purpose of this policy to promote and support this entitlement and provide guidance to all stakeholders as to how this will be achieved.

## **Underlying Principles**

- The relationships between Parents/Carers and Visitors and our schools are greatly valued; partnership working is seen as enhancing the education of our children
- Parents/ Carers and Visitors are welcome to come into our schools to discuss matters of concern with members of staff
- All meetings held in school are by mutual consent and at mutually convenient times
- All meetings will take place in an atmosphere of mutual respect and trust
- School staff and Parents/ Carers and Visitors will act reasonably and responsibly in dealing with issues of concern
- Parents/ Carers with concerns/complaints about pupils other than their own should not deal with the pupil in question but should address their concerns to a member of school staff
- All parties will work together to resolve difficulties, even when they relate to matters of a personal nature
- Parents/ Carers should allow the school a reasonable period of time to investigate complaints/ concerns, in compliance with the schools' complaints procedures
- Acts of an intimidating or threatening nature will not be tolerated
- Offensive or abusive language will not be tolerated
- The school will not tolerate the use of mobile phones, the email system, the internet for illegal or inappropriate activities including defamation of character of school staff
- All members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour.
- Parents/Carers should seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue.

- Parents/Carers should correct their own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.

### **Types of Unacceptable Behaviour**

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

- Disruptive behaviour or disorderly conduct which interferes or threatens to interfere with the operation of a classroom, office or any other area of the school grounds.
- Using loud/or offensive language, shouting, swearing, cursing, using profane language, attempting to physically intimidate, use of aggressive hand gestures or displaying temper.
- Threatening to harm a member of school staff, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying school property.
- Sending abusive or threatening e-mails or text/voicemail/phone messages or other written communications to school staff.
- Defamation of the school or staff character on Facebook or other social networking sites.
- The use of physical aggression towards another adult or child. This includes physical punishment against your own child on school premises.
- Approaching someone else's child in order to discuss or chastise them because of their actions towards your own children.
- Smoking, excessive consumption of alcohol or illegal drugs on school premises during the school day.
- Dogs being brought on to school premises with the exception of assistance dogs.

### **Policy**

The above principles will be recognised and put into practice in contract between school and Parents/ Carers and Visitors. SAND Academies Trust operates a Zero Tolerance Policy towards breaches of the above principles in all SAND schools.

Visitors are monitored and are always escorted while on the premises. Hosts are responsible for visitors during their stay.

If a Parent/ Carer/ Visitor enters the premises and refuses to leave, this behaviour may give rise to a criminal offence. Staff will request the person to leave the premises but should not place themselves in a position of risk. If violence is threatened, if there is a breach of peace or a likelihood of this, the police will be informed via an emergency call.

Meetings with Parents/ Carers or Visitors will be through an appointment system for general enquires, support and advice. However, it is recognised that emergency

meetings may need to be convened at short notice and in this case all parties will endeavor to meet at the earliest opportunity.

Where Parents/Carers or Visitors do not conduct themselves in an appropriate manner during meetings or discussions, the meeting will be terminated and the Parent/Carer/Visitor asked to leave the premises. Where conduct has been such as to warrant it, the police will be informed. The school will instigate proceedings to ban person/s acting in such a manner from the school premises.

A written record will be maintained in school of all incidents involving intimidating or threatening behaviour towards staff.

SAND Academies schools will notify parents of this policy (via the school website) and display reminders in prominent positions around the school.

### **Procedure if an Incident Occurs**

#### **STEP 1: VERBAL WARNING**

The Headteacher (or member of SLT) will speak to the person or person/s perpetrating such an incident, privately. It will be put to them that such behaviour is unacceptable and an assurance will be sought that such an incident will not be repeated. It will be stressed on this occasion that repetition of such an incident will result in further, more serious action being taken. If the Headteacher has been subject to abuse this step will be implemented by the Chair of LAB (or another appointed LAB Member). A written record will be kept.

#### **STEP 2: WRITTEN WARNING**

If a second incident occurs involving the same person or persons, the Headteacher will write to the adult(s) informing them once again that this conduct is unacceptable. As for Step 1, if the Headteacher has been subject to abuse this will be done by the Chair of LAB or other appointed LAB member. NB: Any incidents of violent conduct would immediately proceed to step 4. At any stage, the school may report serious incidents of abusive and threatening behaviour to the Local Authority. The school has a statutory responsibility to report any racist or discriminatory incidents to the Local Authority (See Equality Policy). Any act of actual or threatened violence will be referred to the police immediately.

#### **STEP 3: EXCLUSION FROM SCHOOL PREMISES**

If such an incident recurs or if an initial incident is considered serious enough, the Chair of LAB (or other appointed LAB member), would enforce an exclusion from school premises.

#### **STEP 4: REMOVAL BY POLICE**

If, following a decision to exclude a person from the school premises, that person persists in entering school premises, they may be removed by the police as a

trespasser under Section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986.

All parents, even if excluded from school premises, are not excluded from the right to seek an appointment to speak to school staff about their child's educational progress.



# WELCOME TO OUR SCHOOL

## NOTICE TO ALL PARENTS, VISITORS AND CHILDREN

### This is a ZERO TOLERANCE ZONE

**Inappropriate language, threats or acts of aggression towards staff will not be tolerated on these premises.**

**Anyone behaving in such a way will be asked to leave; they may receive a ban from the premises and their behaviour may be reported to the police.**

**[For further details please refer to the Parent, Carer & Visitor Code of Conduct](#)**

