



Parents, Carers and Visitors Code of Conduct

The vast majority of parents, carers and other visitors to our school are supportive of the school, its teachers, other members of staff, its children, their parents and other visitors, and act in a reasonable way. This ensures the school is a safe, orderly environment in which everyone can thrive. Occasionally, however, a negative attitude is expressed in an aggressive, verbally abusive or physically abusive or threatening way by members of the school community which is unacceptable and will not be tolerated.

All staff have the right to work without fear of harassment, violence, intimidation or abuse.

The school expects parents and other visitors to always behave in a reasonable way towards all members of the school community. This policy outlines the steps that will be taken where the behaviour displayed falls below the standard the school expects and will not be tolerated.

This policy is in accordance with Department of Education Guidance, Controlling Access to School Premises, November 2018 and Section 547 of the Education Act 1996 makes it a criminal offence for a person who is on school premises without legal permission to cause or permit a nuisance or disturbance.

The types of behaviour which are unacceptable and will not be tolerated either in person or online are:

- shouting, either in person or over the telephone;
- using intimidating language or behaviour;
- using threatening language or behaviour;
- using abusive language or behaviour;
- using insulting language or behaviour;
- using aggressive or offensive hand gestures;
- shaking or holding a fist towards another;
- swearing;
- pushing, shoving or jostling;
- hitting, slapping, punching or kicking;
- spitting;
- any other behaviour that may cause a risk to a child, fellow parent or member of staff or for another person or child to feel threatened.

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

PERMISSION TO ENTER AND BE ON THE SCHOOL'S PREMISES

Parents have “implied permission” to enter and be on the school’s premises for reasons relating to the education of their child. This means that parents are welcome to come to the school to drop off and collect their children, subject to any restrictions that may apply to vehicle access to the site, to speak to teachers and other members of staff about their children, or for meetings, parents’ evenings and social events. Parents do not have a legal right to enter or be on the school’s premises without a good reason.

In education law, the term “parent” includes the natural or adoptive parents of a child, as well as a non-parent with care of a child and a non-parent with parental responsibility of a child. For the purposes of this policy only, the term “parent” will also include a non-parent who does not have care of or parental responsibility for a child, but who is involved in looking after a child on a regular basis (for example, a childminder, non-resident partner of a parent or relative who takes the child to or from school, is involved with the care of the child in some other way, or a person whose emergency contact number we have been provided with).

Other visitors also have “implied permission” to enter and be on the school’s premises if they have a reason, for example a courier or delivery person, or a member of the public attending the school’s office to make enquiries about something. Members of the public without a good reason for entering or being on the school premises are trespassing.

WITHDRAWAL OF PERMISSION TO ENTER AND OR BE ON THE SCHOOL'S PREMISES

The school has the right to withdraw the “implied permission” for a parent or visitor to enter or be on the school’s premises if their behaviour while they were previously on the school’s premises was unacceptable. The withdrawal of the “implied permission” will be effective as soon as the parent or other visitor has been told that they must leave and are prohibited from returning, and will be confirmed in writing by recorded delivery if the home address is known.

Once the “implied permission” has been withdrawn, the school will ask the police to remove the parent or visitor if they appear on the school’s premises. If the parent or visitor causes a nuisance or disturbance while they are on the school’s premises, they may also be prosecuted in the criminal courts under Section 547 of the Education Act 1996, be liable to pay a fine of up to £500.00 and have a criminal conviction recorded against them.

Where a parent has had their “implied permission” to enter and or be on the school’s premises withdrawn, the school will, in appropriate cases, make alternative arrangements for the parent’s children to be dropped off and collected from the school, and in relation to parents’ evenings and other meetings.

OTHER CRIMINAL OFFENCES

In addition to the criminal offence under Section 547 of the Education Act 1996 outlined above, unacceptable behaviour by a parent or visitor can also amount to several other forms of criminal offence.

VISITORS CODE OF CONDUCT

We expect visitors to:

- Understand that both teachers and parents / carers need to work together for the benefit of their children.
- Demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour.
- Seek to clarify a child's version of events with the school's view to bring about a peaceful solution to any issue.
- Correct their own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Approach the school to help resolve any issues of concern.
- Avoid using staff as threats to admonish children's behaviour.

TYPES OF UNACCEPTABLE BEHAVIOUR

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.
- 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 to discuss or chastise them because of their actions towards your own children.
- Smoking, vaping and consumption of alcohol or illegal drugs on school premises.
- Dogs being brought on to school premises with the exception of assistance dogs.
- Use of bikes or electric scooters on site.

This list is not exhaustive and provides just some examples.

We thank our visitors for observing this.

However, in a very small minority of cases, the behaviour of a few parents can cause disruption, resulting in abusive or aggressive behaviour towards staff, other parents or visitors.

This will not be tolerated. All members of the school community have a right to expect school to be a safe place.

If the parent's behaviour is considered by staff to be either threatening or unreasonable, permission for them to enter the school building or on the school premises may be withdrawn either temporarily or permanently.

Any such incidents should be recorded on an incident report form.

See Appendix 1.

POSSIBLE STEPS TO BE TAKEN IF AN INCIDENT OCCURS

STEP 1: VERBAL WARNING

STEP 2: WRITTEN WARNING

STEP 3: FINAL WRITTEN WARNING

STEP 4: EXCLUSION FROM THE SCHOOL BUILDING OR THE SCHOOL PREMISES

These steps are the progression for low level concerns, if the school deem the incident or incidents to be of a more serious nature, we may remove any of these steps to ensure the immediate safety of the children and the staff.

Appendix 1

INCIDENT REPORT FORM

This includes trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to personal property.

This form should be completed as fully as possible (please use a continuation sheet if necessary). For an incident involving or witnessed by a child, a member of staff should complete the form on their behalf.

Date / Day / Time of Incident: _____

Member of staff reporting incident: _____

Personal details of person affected: (if appropriate) _____

Name / details of alleged perpetrator: _____

Witness(es) if any: _____

Other information

Relationship between member of staff/pupil and trespasser/assailant, if any.

Details of incident

Type of incident (eg if trespass, was the trespasser causing a nuisance or disturbance and how; if assault, give details of any injury suffered, treatment received etc). (Continue on an additional sheet if needed).

Location of incident (attach sketch if appropriate).

Outcome: (eg Whether police called; whether trespasser was removed from premises under section 547; whether parents contacted; what happened after the incident; any legal action?).

Other information (to be completed as appropriate)

Possible contributory factors.

Is trespasser/assailant known to have been involved in any previous incidents YES / NO?

Had any measures been taken to try to prevent an incident of this type occurring? If so, what? Could they be improved?

If no measures had been taken beforehand, could action now be taken? If so, what?

Name and contact details of police officer involved, and incident number or crime reference number, as appropriate.

Signed: _____ (Member of Staff)

Date: _____

Signed: _____ (Senior Leader / Headteacher)

Date: _____