



Parent & Carers Code of Conduct

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Statement of intent

At The Attleborough and Rosecroft Primary Federation, we strive to build a strong relationship with parent/carers 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.

To create a welcoming and safe learning environment, the school implements a specifically designed set of rules regarding behaviour and conduct which parent/carers are expected to act in accordance with.

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 parent/carers may result in individuals being removed from the premises.

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

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 (2023) 'Keeping children safe in education 2023'
- DfE (2018) 'Controlling access to school premises'

This document operates in conjunction with the following school policies:

- Complaints Procedures Policy
- Photography and Images Policy
- Social Media Policy
- Child Protection and Safeguarding Policy
- Smoke-free Policy
- Drug and Alcohol Policy

Expectations

Our school expects parent/carers 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 parent/carers 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 parking rules and procedures for dropping-off and collecting pupils from school.
- 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, e.g. parent/carers may not wear nightwear when dropping-off or collecting pupils.

Parent/carers are required to act in accordance with all relevant school policies and procedures at all times including, but not limited to, the following:

- Photography and Images Policy
- Smoke-free Policy
- Drug and Alcohol Policy
- Social Media Policy

Parent/carers can request copies of all relevant policies and procedures from the [school office](#).

Driving pupils to school

Parent/carers will proceed past the main gates to drop off and collect their children but only where road markings allow. Parent/carers are not permitted, to stop, wait, drop off, or pick up pupils while parked a prohibited area.

Residents' drives should not be blocked under any circumstances, even during short periods of waiting where the car is in use. Vehicles should be driven in a calm manner which causes least disturbance to residents.

Engines should be turned off when a vehicle is stationary and not in traffic as vehicle exhaust emissions contribute significantly to air pollution and are particularly harmful to children.

All pupils will wear a seatbelt at all times while they are dropped off and picked up. Parent/carers will ensure pupils disembark vehicles safely at the correct stop and cross roads with care.

Parent/carers are to use their discretion in severe weather and drive with extra caution as appropriate.

Pupils should not be collected late - all pupils are expected to be collected at the end of the school day. If a parent/carer is delayed in picking up their child for any reason it is the parent/carers responsibility to call an authorised adult to collect the pupil from school on their behalf.

Parent/carers that are going to be late picking their child up from school and cannot arrange for an authorised adult to collect the pupil from school on their behalf should inform the school as soon as possible.

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.

Parent/carer 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 parent/carers
- 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
- Using physical violence on the school premises or on a member of the school community, e.g. hitting, slapping, punching, kicking and pushing
- 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/carer or pupil to discuss or reprimand them because of an issue between pupils
- Threatening any member of the school community in any way
- Arriving on the school premises partially clothed
- Smoking on the school premises
- Taking illegal or harmful drugs while on the school premises
- Drinking alcohol on the school premises, unless it has been authorised and supplied by the school

- Taking photographs or videos on the school premises without permission from the school
- Driving unsafely within the vicinity of the school

Managing inappropriate behaviour

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

Parent/carers will raise concerns regarding another parent/carer's behaviour or conduct directly with their child's class teacher or the Executive Headteacher and will not approach the parent/carer themselves.

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

When a parent/carer has behaved inappropriately, they will be invited to a meeting by the Executive Headteacher to discuss their behaviour and to attempt to resolve the issue. Where this initial meeting is not sufficient to resolve the issue, the Executive 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/carer from the school premises
- Contacting the police
- Seeking legal redress through the courts
- Restricting the parent/carer's channels of communication to the school, e.g. no longer allowing the parent/carer to send emails to a staff member directly
- Reporting content the parent/carer has posted online to the website's admin
- Referring the case to children's social care, where the behaviour indicates that the parent/carer 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/carer is being violent or has committed assault, or where the event has caused harm to an individual.

If a parent/carer 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/carer's appearance or dress, personal factors will be taken into consideration, on a case-by-case basis, when addressing the concern.

If a parent/carer 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.

Issues of conduct with the use of Social Media

Most people take part in online activities and social media. It's fun, interesting and keeps us connected.

Within these spaces however, we ask that you use common sense when discussing school life online.

'Think before you post' We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parent/carers or children.

We take very seriously inappropriate use of social media by a parent/carer to publicly humiliate or criticise another parent/carer, member of staff or child.

If parent/carers have any concerns about their child in relation to the school as we have said above they should:

1. Initially contact the class teacher
2. If the concern remains they should contact the Year Leader, followed by the Assistant or Deputy Headteachers, Head of School and if the issue has not been resolved the Executive Headteacher.
3. If still unresolved, the school governors through the complaints procedure

They should not use social media as a medium to air any concerns or grievances.

Online activity which we consider inappropriate:

- Identifying or posting images/videos of children
- Abusive or personal comments about staff, governors, children or other parent/carers
- Bringing the schools/federation into disrepute
- Posting defamatory or libellous comments
- Emails circulated or sent directly with abusive or personal comments about staff or children
- Using social media to publicly challenge school or federation policies or discuss issues about individual children or members of staff
- Threatening behaviour, such as verbally intimidating staff, or using bad language
- Breaching either of the schools security procedures

At our schools we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above.

Barring from the school premises

The school has the right to bar a parent/carer from the premises to keep the school community safe. If a parent/carer is displaying inappropriate or concerning behaviour, they will be asked to leave the school premises. Behaviour that could result in a parent/carer 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/carer 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/carer temporarily, until the parent/carer has had the opportunity to formally present their side.
- Inform the parent/carer that they intend to bar them and invite them to present their side.

The Executive Headteacher will send a letter to the parent/carer, 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 Executive Headteacher's decision to bar the parent/carer will be reviewed by the chair of governors.

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

If the decision is confirmed, the parent/carer 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/carer's conduct, it may be extended.

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

Monitoring and review

This document will be reviewed on an **annual** basis by the Executive Headteacher and any changes made will be communicated to all parent/carers and staff at the school.

All parent/carers 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.

Parent/carer Code of Conduct Agreement

[Distribute this document to parent/carers with the Parent/carer/carer Code of Conduct to confirm that they have read and understood the terms of the document.]

I _____ (name), parent/carer of _____ (name of child), declare that I have received, read and understood the terms and conditions of this code of conduct.

I understand my obligations under this code of conduct and agree to comply fully with them. I will ensure that my conduct does not breach this code in any way, including not:

- Being abusive or threatening to any member of the school community.
- Dressing in an inappropriate manner.
- Behaving inappropriately or aggressively in any way.
- Being discriminatory towards any member of the school community.
- Trespassing on the school property.
- Smoking, drinking alcohol or taking any illegal or harmful substances on the school premises.
- Sending inappropriate, abusive or aggressive messages to school staff.
- Requesting to 'follow' or 'friend' school staff on social media.
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Please return this slip to the [school office](#) as soon as possible.

Signed: _____

Date: _____