



PARENT & VISITOR CODE OF CONDUCT

Oct 2024

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North Wheatley C of E Primary School



Parent & Visitor Code of Conduct

This document was formulated to meet the requirements of the Equality Act 2010.

The Governing Body recognises its legal responsibilities under the Equality Act 2010. This policy will ensure equality and fairness regardless of race, sex (gender), sexual orientation, religion or belief, gender re-assignment, pregnancy and maternity, marriage and civil partnership, disability or age.

BELIEVE * ACHIEVE * THRIVE

Our Vision and Values

The journey through North Wheatley C of E Primary will give every member of the school community the courage and faith to: '**Believe, Achieve and Thrive**' to encourage them to '**be the best me that they can be**' so that they '**Shine as lights in the World**' - Philippians 2:15.

Christian Values are the heartbeat of our school.

Believe

Believe in yourself, your faith and others

Achieve

Achieve your goals, your dreams and your future

Thrive

Thrive through a love of yourself, your faith, your values, your love of learning

Purpose and scope

At North Wheatley C of E Primary School, we actively encourage close links with our parents and the local community. We believe it is important to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, staff and parents
- Model appropriate behaviour for our pupils at all times

To help achieve this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and pupils (through our relationship and behaviour policy).

Our parent and visitor code of conduct aims to help the school work together with parents and visitors on site by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

Expectations for parents and carers

The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school.

However, on the rare occasions when a negative attitude towards the school is expressed, this may result in aggression, verbal and or physical abuse towards members of school staff or the wider school community.

The Governing Body expects its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement of other colleagues when appropriate. However, governors are clear that **all members of staff have the right to work without fear of violence and abuse.**

Violence, threatening behaviour and abuse against school staff or other members of the school community will not be tolerated. All members of the school community have a right to expect that their school is a safe place in which to work and learn. There is no place for any form of abuse, threatening behaviour or violence in our school.

We expect parents and other visitors to behave in a reasonable way towards members of school staff and the wider school community at all times. This policy outlines the steps that will be taken where behaviour is unacceptable.

Overall, we expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school
- Work together with staff in the best interests of our pupils
- Treat all members of the school community with respect
- Seek a peaceful solution to all issues
- Correct their own child's behaviour where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern

Behaviour that will not be tolerated

Types of behaviour that are considered serious and unacceptable and which will not be tolerated at North Wheatley in relation to members of staff, and other members of the community include:

- Verbal intimidation, for example harassment, shouting, swearing, or using offensive language either in person or over the telephone
- Physical intimidation, e.g. standing unnecessarily close to a member of staff

- Constant emails and/or phone calls which amount to harassment and intimidation, despite the school's best efforts to address a situation
- Regularly emailing staff and expecting responses at unreasonable times such as late at night or weekends
- Sending abusive messages including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Any form of unnecessary or unwanted physical contact
- The use of rude or aggressive hand gestures
- Breaching the school's security procedures - all visitors to the school must first report to the main reception area
- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports matches)
- Threatening another member of the school community
- Any aggressive behaviour (including verbally or in writing) towards another child or adult – including spitting
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Whilst the use of such behaviour is unacceptable in all circumstances, the school is particularly concerned to protect its students from being exposed to such behaviour (whether or not directed at them).

Breaching the code of conduct

If the school suspects or becomes aware that a parent, visitor or other member of the school community has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent
- Invite the parent in to school to meet with a senior member of staff or the headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)

- Seek advice from the Local Authority regarding further action
- Ban the parent from the school site

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the headteacher.

The headteacher will consult the chair of governors before banning a parent from the school site.

Managing inappropriate behaviour

If a parent is behaving inappropriately, a report must 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 must raise concerns regarding another parent's behaviour / conduct directly with a member of staff and should 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.

This action, depending on the situation, could include the following:

- Withdrawing the 'implied permission' to enter the school premises
- Contacting the police
- Seeking legal redress with the courts
- Restricting the parent's channels of communication to the school
- Reporting content the parent has posted online to the website administrator
- Referring the case to children's social care where the behaviour indicates that the parent poses a risk to children

Any child protection or safeguarding concerns will be addressed in accordance with the school's Child Protection & 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 a parent persistently displays unacceptable and inappropriate behaviour, this may result in them being barred from the school premises.

Barring from the school 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 previous or current behaviour while on the school's premises was or is unacceptable.

The withdrawal of the 'implied permission' will be effective as soon as the parent / visitor has been told that they must leave.

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 (i.e. withdraw their 'implied permission').

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 (e.g. 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 in writing to the Chair of Governors (within 10 working days)

In the event of a parent wanting to contest their barring, the Headteacher's decision to bar the parents 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 parents will be notified in writing, explaining how long the bar will be in place and when the decision will be reviewed. Once the appeal process has been completed, parents that remain barred may want to seek independent legal advice.

Where a parent has had their 'implied permission' to enter and be on the school's premises withdrawn, the school will work with families to make alternative arrangements for the children to be collected from school by another nominated adult.

Once the 'implied permission' has been withdrawn, the school will ask the police to remove the parents or visitor if they appear on the school's premises. If the parent or visitor causes a nuisance or disturbance while they are on school premises, they may risk prosecution.

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

Monitoring and review

This policy will be reviewed when required or every 2 years by the governing body.