



Parent/Carer Code of Conduct

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Contents:

Statement of intent

1. Legal framework
2. Expectations
3. Inappropriate conduct
4. Managing inappropriate conduct
5. Barring from the school premises
6. Monitoring and review

Statement of intent

At Ralph Butterfield Primary School, we strive to build a strong relationship with parent/carers to help create an open culture of trust and support, alongside a stimulating learning environment that continues from school to home. This provides 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 or of being harassed. Therefore, physical attacks, threatening or harassing behaviour, and abusive or insulting language towards staff members, governors, visitors, pupils or other parent/carers, may result in individuals being removed and/or banned from the premises, or having their access to staff restricted.

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

In sending a child to Ralph Butterfield Primary School, parents/carers are agreeing to adhere to the following code of conduct; this includes face to face, online and telephone interactions.

1. Legal framework

This document has due regard to all relevant legislation including, but not limited to, the following:

- Education Act 2011
- Education Act 1996
- Children Act 2004

This document has due regard to statutory and best practice guidance, including, but not limited to, the following:

- DfE (2021) 'Keeping children safe in education DfE (2018) 'Controlling access to the school premises'

This document operates in conjunction with the following school policies:

- Complaints Procedures Policy
- Child Protection and Safeguarding Policy

2. 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 conduct.
- Set a good example to pupils through their behaviour and the way they interact with staff, pupils and other adults.
- Work together with staff for the benefit of their child.
- Treat all staff members, pupils, other parent/carers, governors and any other individuals connected to the school equally and with dignity and respect.
- Work with staff members to resolve any issues of concern.
- Where appropriate, clarify their child's version of events with the school to bring about a peaceful solution to any issue.
- Support 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.
- Dress in an appropriate manner when on the school premises and attending school events.

School policies and procedures

Parent/carers are required to act in accordance with all relevant school policies and procedures at all times. Relevant policies can be viewed on the school website and/or Parent/carers can request copies of all relevant policies and procedures from the school office (free of charge).

3. Inappropriate conduct

The school takes instances of inappropriate behaviour very seriously and will not tolerate any circumstances that may make staff members, pupils and other members of the school community feel threatened.

Parent/carer conduct that the school does not tolerate includes the following:

Verbal

- Using foul, abusive or offensive language
- Raising voices inappropriately at another individual
- Making racist or sexual comments
- Approaching another parent/carer or pupil to discuss or reprimand them because of an issue between pupils
- Persistently demanding/requesting a disproportionate amount of time from staff, including repeated conversations on the same subject with multiple staff members
- Psychologically harassing a staff member in a way that causes damage to their wellbeing, through verbal interactions

Written

- Sending staff aggressive emails or other communications
- Sending abusive or threatening messages, emails or other communications to any member of the school community
- Psychologically harassing a staff member, in a way that causes damage to their wellbeing, through repeated and frequent messages, emails or other communications
- Writing or posting abusive, offensive or defamatory comments about an individual or the school, including on social media
- Posting content on social media that is damaging to the school's reputation

Physical

- Using physical violence on the school premises or on a member of the school community, e.g. hitting, slapping, punching, kicking and pushing
- Using aggressive hand gestures, e.g. raising fists and fingers
- Physically intimidating an individual
- Partaking in unnecessary physical contact with an individual
- Breaching the school's security procedures
- Causing intentional damage to school property
- Trespassing on school property without prior permission or implied licence

Other

- Threatening any member of the school community in any way
- 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

- Psychologically harassing any member of the school community, either verbally or through demands made, 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
- Taking photographs or videos on the school premises without permission from the school (and any given permission for are not to be shared with others or posted on social media)
- Driving unsafely within the vicinity of the school
- Smoking on the school premises
- Taking illegal or harmful drugs while on the school premises
- Drinking alcohol on the school premises

4. Managing inappropriate conduct

If a parent/carer is conducting themselves inappropriately, a report will 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.

Parent/carers will raise concerns regarding another parent/carer's behaviour or conduct directly with their child's class teacher or senior member of staff 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 headteacher to discuss their behaviour and to attempt to resolve the issue. Where this initial meeting is not sufficient to resolve the issue, the 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:

- Restricting, or placing conditions on, the parent/carer's channels of, and/or frequency of, communication to the school
- Reporting content the parent/carer has posted online to the website's admin
- Barring the parent/carer from the school premises
- Contacting the police
- Seeking legal redress through the courts
- 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 [section 5](#) of this policy.

5. Barring from the school premises

The school has the right to bar a parent/carer from the premises to keep the school community safe from emotional distress and/or physical harm. 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 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 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 should seek independent legal advice.

6. Monitoring and review

This document will be reviewed on a two yearly basis by the headteacher and any changes made will be approved by governors communicated to all parent/carers and staff at the school.

The next scheduled review date for this document is March 2024.

All parent/carers of existing pupils and new pupils will be provided with this code of conduct and parents/carers are required to familiarise themselves with the procedures and guidelines outlined.