



Parent, Carer & Adult Visitors Code of Conduct

Note that for the purpose of this Code of Conduct, 'parents' will refer to any person acting in a caring capacity for a child. All parents will be provided with a copy of this code of conduct upon their child's attendance at the school. Parents are required to act in accordance with all relevant school policies and procedures at all times which may include, but is not limited to, the following. Parents can request copies of all relevant policies and procedures from the school office.

- ✓ Smoke-free procedure
- ✓ Drug and Alcohol Policy
- ✓ Social Media Policy
- ✓ Complaints procedure

Expectations - Our school expects parents 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 children through their behaviour and the way they interact with staff, children 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, children, other parents 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 children 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 children, e.g. parents may not wear nightwear when dropping-off or collecting children.

Driving children to school:

Whilst schools across the Trust may have differing layout and facilities, all parents should observe the below principles.

- ✓ Parents must observe road markings and any are not permitted, to stop, wait, drop off, or pick up children while parked in 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 children will wear a seatbelt at all times while they are dropped off and picked up. Parents will ensure children disembark vehicles safely at the correct stop and cross roads with care.
- ✓ If a parent is delayed in picking up their child for any reason it is the parent's responsibility to call an authorised adult to collect the child from school on their behalf.
- ✓ Parents that are going to be late picking their child up from school and cannot arrange for an authorised adult to collect the child from school on their behalf should inform the school as soon as possible. The school will notify the police of any act of dangerous driving which places its staff, children or others at risk.

Inappropriate behaviour:

The Trust takes instances of inappropriate behaviour very seriously and will not tolerate any circumstances that may make children, staff members and other members of the school community feel threatened. Parental 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 children, staff, governors and other parents
- ✓ 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 or children to discuss or reprimand them because of an issue between children.
- ✓ 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 is behaving 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.
- ✓ Parents will raise concerns regarding another parent's behaviour or conduct directly with their child's class teacher or the headteacher and will 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.
- ✓ When a parent 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:
 - Barring the parent from the school premises
 - Contacting the police
 - Seeking legal redress through the courts
 - Restricting the parent's channels of communication to the school, e.g., no longer allowing the parent to send emails to a staff member directly
 - Reporting content the parent has posted online to the website's admin.
 - Referring the case to children's social care, where the behaviour indicates that the parent poses a risk to children.
- ✓ Any child protection and safeguarding concerns will be addressed in accordance with the school's 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 concerns are raised in relation to a parent's appearance or dress, personal factors will be taken into consideration, on a case-by-case basis, when addressing the concern.
- ✓ If a parent 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.

Barring from the school premises:

The Trust has the right to bar a parent from the premises to keep the school community safe. If a parent is displaying inappropriate or concerning behaviour, they will be asked to leave the school premises. Behaviour that could result in a parent being asked to leave the premises includes aggressive, abusive or insulting behaviour or language that is a risk to staff or children, or behaviour that is making staff or child feel threatened.

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.

The school will either:

- ✓ Bar the parent temporarily, until the parent has had the opportunity to formally present their side.
- ✓ Inform the parent that they intend to bar them and invite them to present their side.

The Trust 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, 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 Headteacher within 10 working days

The Headteacher's decision to bar the parent will be reviewed by the Deputy Director of Education. The Deputy Director of Education 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 parent 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's conduct, it may be extended. Once the appeal process has been completed, parents that remain barred may be able to apply to the Civil Courts. If a parent wishes to exercise this option, they will be advised to seek independent legal advice.

Online safety and social media conduct:

The Trust and its schools will expect parents to behave in a civilised nature online and will not tolerate any of the following online behaviour:

- ✓ Posting defamatory content about parents, children, the school or its employees
- ✓ Complaining about the school's values and methods on social media
- ✓ Posting content containing confidential information regarding the Trust, school or any members of its community, e.g. a complaint outcome
- ✓ Contacting school employees through unsolicited social media, including requesting to 'follow' or 'friend' them, or sending them private messages
- ✓ Creating or joining private groups or chats that victimise or harass a member of staff or the school in general
- ✓ Posting images of any staff members or child without their prior consent

Parents' social media usage will be in accordance with the Trusts Social Media Policy. The school retains the right to request that any damaging material is removed from social media websites. School may use social media to communicate with parents, where agreed by the Headteacher and will be undertaken in line with the Trusts Social media Policy.

If parents wish to raise a complaint, the Trusts Complaints Procedures Policy must be followed. Where a child has been issued with IT equipment, such as laptop or a tablet, it must be used for the child's educational purpose only and not used by parents for personal use, such as the use of gaming, social media and entertainment. Equipment found to be used for personal use will be removed and may impact on the issuing of further equipment.

Breaches of this code of conduct will be taken seriously by the Trust and, in the event of illegal, defamatory, or discriminatory content, breaches could lead to prosecution. Parents will be instructed not to post anonymously or under an alias to evade the guidance given in this code of conduct.

Online messaging:

We expect parents on digital platforms not to:

- ✓ Send abusive messages to fellow parents
- ✓ Send abusive messages to members of staff
- ✓ Send frequent messages to members of staff
- ✓ Send abusive messages about members of staff, parents, children or the school
- ✓ Share confidential or sensitive information about members of staff, parents, children or the school
- ✓ Bring the school or its staff into disrepute

The Trust does not condone parents sending frequent and unnecessary messages to staff. Parents will be expected to understand that staff should not be contacted outside of working hours. If parents wish to talk to staff, parents will arrange a meeting with the teacher by speaking to the school office or using any school agreed process.

Should any problems arise from contact over messaging apps, the school will act quickly by contacting parents directly, to stop any issues continuing. If necessary, the school will request a meeting with parents if any misconduct, such as sending abusive messages or posting defamatory content, occurs online.

The Trusts complaints procedure will be followed as normal if any members of the parent teacher association or governing board cause any issues through their conduct.

The Headteacher will be permitted, with the permission of the parent, view messages sent between members of the parental body to deal with problems quickly and effectively. The Headteacher will be able to request that 'group chats' are closed down should any problems continue between parents or parental bodies.

Photography and images:

Parents will be permitted to take photos at school events but should be mindful of others' privacy and seek permission from other parents prior to taking photos of them or their children.

The Trust will act to remove any images posted without consent or where there is believed to be a safeguarding risk posed by their posting.

More information can be found within the Trusts Photography and Images Policy and safeguarding procedures.

Responsibility:

Parents will be responsible for supporting the school by monitoring their own use of social media and online platforms. Parents will be expected to this Conduct of Conduct for Parents at all times. Parents will understand their obligations under this code of conduct and agree to comply fully with them. Parents will be responsible for ensuring they support the school by monitoring their children's use of social media and online platforms.