



Code of Conduct for families and visitors

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Statement of intent

At CPS, we strive to build a strong relationship with parents 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 parents are expected to act in accordance with.

Our staff are here to help, please treat them with the respect they treat you 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 parents may result in individuals being removed from the premises.

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

Although 'parent' is used in this policy, this also includes carers and visitors to our school. This policy also includes school events arranged off site.

1. 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 (2022) 'Keeping children safe in education 2023'
- DfE (2018) 'Controlling access to the school premises'

This document operates in conjunction with the following school policies:

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

2. Expectations

Our school expects parents and visitors to:

- Act in accordance with this code of conduct at all times.
- Support and reflect the school's ethos and values (and British 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 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.
- Parents and visitors are required to act in accordance with all relevant school policies and procedures at all times including, but not limited to, those relating to Photography, Smoking, Drug and Alcohol use and Social Media. Parents and visitors may view policies and procedures on the school website.
- 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. parents may not wear nightwear when dropping-off or collecting pupils.
- Park appropriately (and legally) at the beginning and end of the school day and respect the fact we do not allow vehicular access by parents and carers at these times.

3. Inappropriate behaviour

The school takes instances of inappropriate behaviour very seriously.

The school will not tolerate any circumstances that may make pupils, staff members and other members of the school community feel upset or threatened.

Behaviour that the school does not tolerate includes, but is not limited to, the following:

- Threatening any member of the school community in any way
- 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
- Using foul, abusive or offensive language (in person, on the telephone and online)
- Raising voices inappropriately at another individual
- Physically intimidating an individual
- Using aggressive hand gestures, e.g. pointing fingers, raising fists etc
- Using physical violence on the school premises or on a member of the school community, e.g. hitting, slapping, punching, kicking and pushing
- Partaking in unnecessary physical contact with an individual
- Making racist or sexual comments
- Discriminating against any member of the school community, including pupils, 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 including sending an excessive amount of emails or, in some cases, requesting to 'follow' or 'friend' school staff on social media
- Writing or posting abusive, offensive or defamatory comments about an individual or the school, including on social media
- Causing intentional damage to school property
- Breaching the school's security procedures, including bringing a dog onsite without permission (unless it is guide dog)
- 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 pupil to discuss or reprimand them because of an issue between pupils
- 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
- Trespassing on school property without prior permission or implied licence; this includes driving onto site at restricted times.

4. Managing inappropriate behaviour

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

Concerns regarding a parent/visitor's behaviour or conduct should be raised directly with a member of staff or the Head Teacher and will not approach the parent/visitor 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 may receive an initial letter of concern and may also be invited to a meeting by the Head Teacher to discuss their behaviour and to attempt to resolve the issue. Where this is not sufficient to resolve the issue and further unacceptable behaviour occurs the Head Teacher, 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 the parent's channels of communication to the school, e.g. no longer allowing the parent to send emails to a staff member directly
- Barring the parent from the school premises in line with the [Barring from the school premises](#) section of this policy.
- Contacting the police
- Seeking legal redress through the courts
- 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 our 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 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.

5. Barring from the school premises

The school has the right to bar a parent from the premises to keep the school community safe. If a parent is displaying aforementioned 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 insulting or inappropriate language which may or may not be directed at another member of the community, behaviour which may be perceived to be abusive or aggressive or which may lead to staff or pupils feeling threatened and or behaviours which may place others at risk.

If there is a one-off incident of inappropriate behaviour or where a parent persistently or consistently behaves inappropriately on the school site, the school reserves the right to bar this individual from the school site.

The school will either:

- Issue a final warning, reminding the parent of The Code of Conduct
- Bar the parent temporarily
- Inform the parent that they intend to bar them and invite them to present their side.

The Head Teacher will send a letter/email to the parent, informing them of the following information:

- The nature of the bar, i.e. if they are temporarily barred or if they are invited to present their side
- Why this decision has been made
- The length of the bar
- When the decision will be reviewed

Decisions to bar will be reviewed at the end of the agreed timescale. Following this, the bar may be lifted or, if there are grounds for continued concern regarding the parent's conduct, it may be extended.

Appeal: The recipient of the bar has the right to formally express their views on the decision to bar in writing to the Chair of Governors within 10 working days. 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 then be notified in writing of the decision to uphold or lift the bar.

If the decision is withheld, the parent will be notified in writing, explaining:

- How long the bar will be in place.
- When the decision will be reviewed.

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.

6. Monitoring and review

This document will be reviewed on an annual basis by the Head Teacher and any changes made will be communicated to all parents and staff at the school.

The next scheduled review date for this document is September '24.

All parents have access to the most recent code of conduct via the website, and are required to familiarise themselves with the procedures and guidelines outlined.

Enrolling child/ren in Claygate Primary School is in itself an agreement to comply fully with the Code of Conduct.