



# WHINSTONE PRIMARY SCHOOL

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## PARENT CODE OF CONDUCT

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Date of Next Review: Summer 2024

Responsible Officer: CEO



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## Parent / Visitor Code of Conduct PUBLIC

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### Statement of Intent

At Vision Academy Learning Trust, 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.

We create a welcoming and safe learning environment, and as such, the school implements a specifically designed set of rules regarding behaviour and conduct which parents 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 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.



CHANDLERS RIDGE  
ACADEMY



JUNCTION FARM  
PRIMARY SCHOOL



THE LINKS  
PRIMARY SCHOOL



WHINSTONE  
PRIMARY SCHOOL



EGGLESCLIFFE  
SCHOOL



LAURENCE JACKSON  
SCHOOL



## 1. Introduction

We are all working in a spirit of partnership, allowing positive relationships in an atmosphere of mutual understanding. This Code of Conduct provides a reminder to all parents, carers and visitors to our schools/ academies about the conduct that is expected of them. It sets out both what they should aim to do, and how any inappropriate conduct will be addressed.

## 2. Expectations

We believe that working in partnership with our parents and carers gives children and young people the very best opportunities in life.

At Whinstone we expect parents and visitors to:

- Act in accordance with this code of conduct at all times.
- Support and reflect the school's ethos and values through their behaviour. (ready, respectful, safe)
- 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 governors, staff members, pupils, other parents and any other individuals connected to the school with dignity and respect.
- Refrain from interfering or threatening to interfere with any of the school's operation or activities anywhere on the school premises.
- Not approach another parent or student in order to discuss or reprimand them because of an issue between pupils – please talk to a member of staff to resolve any problems
- Work with Whinstone staff members to directly address and resolve any areas of concern.
- 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.
- Speak quietly and calmly, at all times. We ask that you don't use offensive, threatening or abusive language or display your temper and avoid using physical or verbal aggression towards another adult or child, including your own.
- Reflect on whether an email or using the telephone may be seen as abusive or threatening, before pressing send or making the call.

- Work together to promote the school positively and avoid defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/carers/staff at the school on any social media.
- Be aware that smoking (including e-cigarettes), consuming alcohol, or taking illegal drugs on the school premises is not permitted.
- Consider some children or students are worried by dogs. With this in mind we ask that you only bring dogs (except for registered assistance dogs) or other animals into the school environment after prior agreement
- 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, ensuring their dress and appearance reflects that they are role models for pupils.
- Not take photographs with phones or other devices on School premises without permission from an appropriate member of staff to ensure that we keep all our children safe.
- Download the school's chosen communication App (ParentMail) and respond to communication via this method. We believe that communication is key. And would appreciate your cooperation with this.

### 3. 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.

Parental behaviour that the school does not tolerate includes 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 parents
- Bullying, harassment or intimidation, including physical, verbal and sexual abuse offline and online
- Sending abusive 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
- Posting content on social media that is damaging to the school's reputation
- Sending staff aggressive emails or other communications
- 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 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

#### 4. Managing inappropriate behaviour

Where the above expectations are not upheld, the initial response will involve a conversation with the parent/carer or visitor.

Generally, we expect a conversation to be sufficient to reinforce our expectations. However, where this is not sufficient to resolve the issue, the school may have to unfortunately consider further action. We are keen to avoid this.

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 who wish to 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
- 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
- Seeking legal redress through the courts

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 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 [section 4](#) of this policy.

## 5. Communication and contact

Should conflict between students and/or families in the school occur, we ask that parents and carers speak to school staff (e.g. class teacher) rather than approaching the other student or parent directly or through social media to reprimand them.

- Email contact with staff is used in many schools as a way to support collaboration. Due to teaching commitments, responses are unlikely to be immediate.
- We ask that any public communication regarding the school (e.g. on social media) should be factual and not your opinion. If you have a concern about your child's school, please contact the school to enable a resolution to be found. If you are not able to resolve a concern, then please see the VALT Complaints and Concerns Policy.

### Inappropriate use of social network sites

We discourage parents from using social media platforms or other online systems to give negative comments regarding the school and ask you to communicate directly with us.

VALT considers the use of social media websites being used in this way as unacceptable and not in the best interests of students or the whole community. Please discuss any concerns you may have directly and privately with the school in the first instance (as outlined in the VALT Complaints and Concerns Policy), so they can be dealt with fairly, appropriately and effectively for all concerned.

### Defamatory posts

In the event that any student or parent/carer of a student being educated by VALT is found to be posting defamatory comments on social network sites, such as Facebook, they will be reported to the appropriate 'report abuse' section of the network site including comments that reference the Equality Act (2010) protected characteristics. It is likely that the police will also be informed. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. Each School will also expect that any parent/carer or student removes such comments immediately.

### Cyber bullying

We take very seriously the issue of cyber bullying by one child or a parent to publicly humiliate another by inappropriate social network entry. We will deal with this as a serious incident of school bullying and/or child-on-child abuse. In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites.

## **6. Recording meetings**

At Vision Academy Learning Trust we aim to be open and honest in our day to day lives. We encourage parents to follow this approach when visiting a school. Electronic recordings of meetings or conversations are not permitted unless a complainant's own disability or special needs require it.

Prior knowledge and consent of all parties attending must be sought before meetings or conversations take place. Consent will be recorded in any minutes of the meeting taken.

Recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded are not acceptable. VALT encourages parents and staff to be open and honest about the recording of meetings. Any meeting held with parents that is recorded should ideally be agreed beforehand by all parties.



## 7. Barring from the school premises

The public has no automatic right of entry to our premises. Our school will therefore act to ensure they remain a safe place for students, staff and other members of their community.

The school 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 pupils, or behaviour that is making staff or pupils feel threatened.

In serious cases, the Headteacher can notify them in writing that their implied licence to be on school premises has been temporarily revoked subject to any representations that the parent may wish to make to the Headteacher. Schools will always give the parent the opportunity to formally express their views on the decision to bar in writing.

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 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, 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 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 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 should seek independent legal advice.



## Parent / Visitor Code of Conduct

### PUBLIC

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### 8. Monitoring and review

This document will be reviewed on a bi annual basis by the headteacher and any changes made will be communicated to all parents and staff at the school.

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

All parents 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.



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