



# Parent/Carer and Visitor Code of Conduct Policy

## Introduction

At Edmonton County Primary, we are very fortunate to have a supportive and friendly parent body; we welcome and encourage parents/carers to participate fully in the life of our school. Educating children is a process that involves a positive partnership between parents/carers, school staff and the school community. Good working relationships between parents/carers and members of school staff are therefore vital. We welcome and encourage parents/carers to participate fully in the life of our school. We trust that parents/carers will assist our school with the implementation of this policy and we thank you for your continuing support.

## Rationale

As part of our safeguarding procedures, the purpose of this policy is to clearly set out:

- the expectations regarding the conduct of parents/carers and visitors to our school
- how the school ensures that communication in the school environment is pleasant, courteous and does not cause offence or distress to children or adults.
- the possible consequences of poor conduct by parents/carers and visitors

## Guidance

We expect parents/carers and visitors to:

- Sign, date and abide by the terms of the home-school contract (Appendix 1)
- Respect the caring ethos and values of our school
- Understand that both staff and parents/carers need to work together for the benefit of their children.
- Demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour.
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue.
- Correct their own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Approach the school to help resolve any issues of concern, initially by contacting their child's class teacher
- Avoid using staff as threats to admonish children's behaviour.
- Respect the residents of the local community, particularly when parking near the school
- Adhere to the school's safeguarding policy and not to take photos or videos of children (or their parents / carers) on the school's premises or in the neighbourhood, without permission from the relevant parent / carer. This includes school events, trips and performances.

- Ensure that their child/ren are ‘handed over’ to teachers in the school grounds each morning and are collected, on time, at the end of the day. (Year 6 children can make their own way to and from school if parents sign the relevant permission form).

In order to support a peaceful and safe school environment and to safeguard children and staff, the school will not tolerate parents/carers and visitors exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee’s office, office area or any other area of the school grounds
- Shouting, using offensive/profane language, using threatening language, or showing aggression, either in person or over the telephone
- Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent/carer or child regardless of whether or not the behaviour constitutes a criminal offence
- Damaging or destroying school property
- Abusive or threatening e-mails or text/voicemail/phone messages or other written communication
- Defamatory, offensive or derogatory comments regarding the school or any of the children/parents/carers/staff, at the school on social media or networking sites (e.g. Facebook)
- Physically intimidating or threatening behaviour, e.g. invading personal space, hand gestures, exaggerated movements, grabbing an arm, etc.
- The use of physical aggression towards another adult or child, including pushing/pulling, slapping, punching and kicking
- Spitting, either directly at a person or in a threatening or derogatory manner
- Approaching someone else’s child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences)
- Racist, sexist or homophobic comments
- Smoking and consumption of alcohol or other drugs whilst on school property or on the pavements immediately outside the school gates
- Dogs being brought on to school premises
- Breaching the school’s security procedures.
- Parking or driving on local streets in either a dangerous or obstructive position / manner
- Taking photos / videos of children (or their parents / carers) on the school’s premises, in the neighbourhood, or on school trips without permission from the relevant parent / carer.

Please note that this is *not* an exhaustive list, but seeks to provide illustrations of unacceptable behaviour by parents/carers and visitors.

If parents have any concerns they should initially discuss with their child’s class teacher. If the problem is not resolved, an appointment with the relevant Phase Leader will be arranged. If the matter is still not resolved, then a further meeting with the Head of Primary will be arranged. The Head of Primary may choose to refer any major concerns or unresolved issues to the Executive Headteacher.

## **Possible follow-up actions**

If a parent/carer behaves in an unacceptable manner towards a member of the school community, senior staff may seek to resolve the situation through discussion and mediation. However, should any of the above behaviour occur on school premises the school may feel it is necessary to contact the appropriate authorities and if necessary, even ban the offending adult from entering the school grounds. The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to abuse. If parents become abusive at any time on school premises they will be asked to leave.

School premises are private property and parents have been granted permission from the school to be on school premises. It is also an offence under section 547 of the Education Act 1997 for any person (including a parent) to cause a nuisance or disturbance on school premises. Therefore, in case of abuse or threats to staff, pupils or other parents, the school may and will ban parents from entering school and its grounds, either for a fixed period or permanently (see Appendix 2). The police will be called to assist in removing the person concerned if required.

In the event that a parent/carer is banned from the school premises, the school is not responsible for organising drop-off and collection arrangements for children. Parents/carers will need to make alternative arrangements.

## **Expectations for parents / carers supporting school trips**

School trips are an important part of the educational experience for primary children. The support of parents in supervising children on such visits is essential if we are to offer a range of activities throughout the school year. In addition to the expectations above, parents / carers must accept that:

- The school will decide which parents will be chosen to accompany a particular trip from those that volunteer their time via the relevant trip letter reply slip
- The teacher in charge of the trip will ensure that parental volunteers are fully acquainted with the arrangements for the visit along with the nature of their duties, and will direct parental volunteers accordingly
- Parental volunteers must undertake any reasonable duties which the lead teacher (or any accompanying teacher) asks them to perform
- Teaching staff are responsible for the safety of all children on the trip and therefore parental volunteers must obey all instructions (from teachers) affecting any child, including their own child/ren
- Parents who are not accepted as volunteers should not attend the trip on an informal basis
- Parental volunteers who are unable to follow all the expectations in this policy will not be accepted as volunteers in any future trip, at the discretion of the Head of Primary

**Date:**                      **March 2018**

**To be reviewed:**        **July 2018**

## **Appendix 1: home – school contract**

(a new home–school contract will be produced for September 2018)

## Appendix 2: model letters

Dear [parent]

I have received a report about your conduct on [enter date and time].

[Add summary of the incident and of its effect on staff, students, other parents.]

We believe staff, parents/carers and children are entitled to a safe and protective environment in which to work. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the school. I must inform you that Edmonton County Primary will not tolerate conduct of this nature on its premises and will act to defend its staff and students.

I am therefore informing you that should the school staff have any further concerns about your behaviour formal procedures will be followed.

Yours sincerely  
Head of Primary

Dear [parent]

I have received a report about your conduct on [enter date and time].

[Add summary of the incident and of its effect on staff, students, other parents.]

We believe staff, parents/carers and children are entitled to a safe and protective environment in which to work. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the school. I must inform you that Edmonton County Primary will not tolerate conduct of this nature on its premises and will act to defend its staff and students.

The Head of Primary has already contacted you on \_\_\_\_\_. On the advice of the Head of Primary I am therefore informing you that should the school staff have any further concerns about your behaviour you will be asked not to enter the premises and you could be prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

Yours sincerely  
Executive Headteacher

Dear [parent]

I have received a report from the Headteacher about your conduct on [enter date and time].

[Add summary of the incident and of its effect on staff, students, other parents.]

I must inform you that Edmonton County Primary will not tolerate conduct of this nature on its premises and will act to defend its staff and students. On the advice of the Head of Primary I am therefore instructing that (for a temporary period) you are not to reappear on the premises of the School. If you do not comply with this instruction I shall arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

The withdrawal of permission for you to enter the school premises takes effect straightaway. However, I still need to decide whether it is appropriate to confirm this decision. Before I do so, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received from the Head of Primary. These comments may include

any expressions of regret on your part and any assurances you are prepared to give about your future good conduct. To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by (state date ten working days from the date of letter).

If on receipt of your comments I consider that my decision should be confirmed, you will be supplied with details of how to pursue a review of the circumstances of your case.

Yours sincerely  
Executive Headteacher