

Making the most of this resource

Watch our [short video](#) to find out how to make the most of this template!

Step 1: Find and replace 'name of school' with your school's name (top tip: press Ctrl H to find and replace all instances in no time).

Step 2: We have used certain names for policies, procedures and roles throughout this policy. Find and replace the following terms with what they are known as in your school:

Roles

- Headteacher
- Chair of governors
- Governing board

Policies and procedures

If your school does not have all the below policies, make sure you replace the relevant document names to suit your school's circumstances.

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

Please note: The majority of the responsibilities assigned to roles are recommendations only – you must amend them to suit your school's circumstances.

Step 3: As you read through the model code of conduct, there is other school-specific information that you must amend. To help you find these amendable elements, such as timescales, we've highlighted them as follows:

- **Orange, bold and underlined text** – this is for information that needs to be amended to suit your school's processes
- **[Grey filled and bold text]** – this is for information that should be included or removed depending on your school type and phase

Step 4: We have highlighted the new and updated information in this template in **[aquamarine filled and bold text]**. As you read through the template, you can remove these markers or leave them in so those reading your code of conduct can easily see what information has been updated or what's new.

Step 5: Enter your review date – remember to make a note!

Step 6: When you've finished amending your document, simply click the 'Insert' tab, select 'Cover Page', and click 'Remove Current Cover Page' to remove these pages. If you would like to remove the borders from the policy, click 'Design' and select 'Page Borders'. From the pop-up, select 'None' and then make sure this applies to the whole document.

Step 7: Add this document's article page to your 'Watch list' to be notified immediately when any change is made to our template. If you use TheSchoolBus Compliance Manager: Policy Management, skip this step and we'll take care of this for you.

Your school's unique, so your policies and procedures must be too!

You must ensure that any policy derived from the guidance in this model policy reflects your establishment's specific requirements. When making changes to certain policies, such as those affecting pay and conditions, schools are required to consult with any recognised unions. Further information regarding your requirements to consult with recognised unions can be found [here](#).

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Fulwood & Cadley Primary School



Parent Code of Conduct

Last updated: 9th May 2023

 Wish it. *Dream it. Do it. Be Unique'*

Contents:

Statement of intent

1. Legal framework
2. Expectations
3. Driving pupils to school
4. Inappropriate behaviour
5. Managing inappropriate behaviour
6. Barring from the school premises
7. Monitoring and review

Appendices

- a) Parent Code of Conduct Agreement

Statement of intent

At Fulwood & Cadley, 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.

All staff members and pupils have the right to attend school 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.

Whilst we appreciate stresses and strains of life can impact on us and may change our behaviour, we feel strongly that every child and staff member has the right to feel safe. At Fulwood and Cadley we strive to achieve this as we are very aware, that for both staff and pupils, we can never truly know what a person is feeling and how inappropriate behaviour could trigger something for them.

Please understand that whilst we will always strive to support our children and families and do the very best we can, we cannot and will not be subjected to any form of inappropriate conduct as outlined throughout this policy.

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 2022'
- DfE (2018) 'Controlling access to school premises'

This document operates in conjunction with the following school policies:

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

2. 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 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.
- 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, 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.

3. Driving pupils to school

Parents will proceed past the main gates to drop off and collect their children but only where road markings allow. Parents are not permitted, to stop, wait, drop off, or pick up pupils while parked 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 pupils will wear a seatbelt at all times while they are dropped off and picked up. Parents will ensure pupils disembark vehicles safely at the correct stop and cross roads with care.

Parents are to use their discretion in severe weather and drive with extra caution as appropriate.

Pupils should not be collected late - all pupils are expected to be collected from 3.15pm. 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 pupil from school on their behalf or notify the school office.

Parents that are going to be late picking their child up from school and cannot arrange for an authorised adult to collect the pupil from school on their behalf should inform the school as soon as possible.

4. 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, 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 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
- Trespassing on school property without prior permission
- 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 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
- Taking photographs or videos on the school premises without permission from the school
- Driving unsafely within the vicinity of the school

5. 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
- 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 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 the barring from the school premises section of this policy.

6. 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 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.

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 will be advised to seek independent legal advice.

7. Monitoring and review

This document will be reviewed on an 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 May 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.



Parent Code of Conduct Agreement

I understand my obligations under this code of conduct and agree to comply fully with them. I will ensure that my conduct does not breach this code in any way, including not:

- Being abusive or threatening to any member of staff, parents and pupils.
- Dressing in an inappropriate manner.
- Behaving inappropriately or aggressively in any way.
- Speaking disrespectfully in either tone or manner to staff, other parents or pupils.
- Being discriminatory towards any member of the school community: staff, parents and pupils.
- Trespassing on the school property.
- Smoking, vaping, drinking alcohol or taking any illegal or harmful substances on the school premises.
- Not to attend a school event or be on the school premises whilst under the influence of drugs or alcohol.
- Sending inappropriate, abusive or aggressive messages or emails to school staff.
- Using social media in a way that brings the name of a staff member or the school into disrepute.
- Requesting to 'follow' or 'friend' school staff on social media.
- Approaching another parent or child to address an issue in school.

If the code of conduct is breached the following consequences may be imposed:

- Phone calls will be ended
- Face to face conversations will be ended
- Inappropriate behaviour at an event could result in parents/attendees being asked to leave and they may be unable to attend the next event
- Persistent inappropriate behaviour could result in a parent/ attendees not being able to attend future events or be allowed on the school premises
- In extreme circumstances if staff feel behaviour is threatening and is affecting the safety of others then the Police may be called.

This agreement is applicable to all parents and family members. We expect all parents to adhere to the code of conduct in order to ensure we are able to create and maintain a safe learning environment which enables all our children to thrive and fulfil their potential.

We thank you for your support.
Mrs France