



Parent, Carer and Visitor Code of Conduct and Behaviour on School Premises Policy

Policy Tracker – Responsibility for monitoring this policy: Central Operations			
Date of review	Reviewed By:	Role	Date Approved by the Trustee Board
September 2022	Central Operations	COO OM	N/A
July 2025	Central Operations	HOO	N/A

AIMS and PURPOSE of the Policy

Hales Valley Trust believe staff, parents and children are entitled to a safe and protective environment in which to learn and work. All members of the school community and visitors should demonstrate mutual respect. Any behaviour that may lead to feelings of harassment, alarm or distress to members of our community will not be tolerated.

The continued success of our school community is based on a commitment to ensuring the best possible outcomes for all our children. We recognise the importance of working in partnership with parents and carers in order to achieve this, and endeavour to foster positive relationships which are based on trust and mutual respect.

The vast majority of the parents and carers are keen to work with us and are supportive of the school's work. If a parent or carer has concerns we will always listen and seek to address them.

At Hales Valley Trust we are committed to:

- Listening to parents carefully and respectfully, including allocating an appropriate length of time for pre-arranged meetings
- Responding appropriately to concerns raised
- Outlining any actions that may be required
- Updating parents and carers on progress and outcomes of the concern, Listening and responding to updates from parents, carers and visitors

At Hales Valley Trust we expect parents and carers and visitors to:

- Communicate their concern respectfully and accurately
- Listen to and consider the responses from the school
- Work in partnership with the school in order to reach a resolution
- Allow time for the school to respond to concerns
- That all adults (staff, Trustees, parents, carers, volunteers and visitors) set a good example to children at all times, showing them how to get along with all members of the school and the wider community.
- That no one - staff, Trustees, parents, carers, volunteers or children be subjected to abusive behaviour or any form of threats from anyone on the school premises.
- That physical attacks and threatening behaviour, abusive or insulting language verbal or written (including on social media), to staff, Trustees, parents, carers, volunteers, children and other users of the school premises will not be tolerated and may result in a ban from school premises and/or police action.

Unacceptable Behaviour

In order to support a peaceful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following:

- Disruptive behaviour or disorderly conduct which interferes or threatens to interfere with the running of a meeting, classroom, office or any other area of the school grounds
- Use of loud/or offensive language including shouting, swearing, using profane language, attempting to physically intimidate, use of aggressive hand gestures or displaying temper
- Threatening to harm a member of school staff, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence
- Damaging or destroying school property
- A breach of the school's parking Code of Conduct
- Sending abusive or threatening e-mails or text/voicemail/phone messages or other written communications
- Defamation of the school or staff character on Facebook or other social networking sites
- The use of physical aggression towards another adult or child. This includes physical punishment against your own child on school premises
- Approaching someone else's child in order to discuss or chastise them because of their actions towards your own children
- Smoking including E-Cigarettes and Vapes and consumption of alcohol or illegal drugs on school premises
- Dogs being brought on to school premises with the exception of assistance dogs.

Parking Code of Conduct

To support the safeguarding of all our children on the school premises Parents, Carers and Visitors must treat staff on duty on the drive through with courtesy and adhere to the following:

- Observe the speed limit
- Drive safely and be observant
- Park in designated bays only
- Only park in a disabled bay if you are a Blue Badge holder
- Do not park or drop off children in the Service Bay
- Do not stop or drop off children in any areas marked with double yellow lines
- Do not park in the Staff Car park

All members of staff have the right to ask drivers to move their cars at any time.

Social Media

Parental Use of WhatsApp

We understand that many parents use WhatsApp or similar messaging apps to communicate with one another. While we support positive and constructive communication between parents, we ask that WhatsApp groups are used respectfully and responsibly. Specifically:

- Please avoid using WhatsApp to discuss issues or concerns about the school, staff or other children.
- If you have a concern, contact the school directly via the appropriate channels.

- Do not use WhatsApp to share unverified information or spread negativity.
- Respect the privacy of others, including refraining from naming children or sharing sensitive incidents.

WhatsApp groups should never be used as a platform for complaints, criticisms or debates that could be divisive or inflammatory. Concerns raised in these forums should be redirected through school communication channels so they can be resolved constructively.

Inappropriate Use of Social Network Sites

Social media websites are being used increasingly to fuel campaigns and complaints against schools, headteachers, school staff, and, in some cases, other parents or pupils.

The Department for Education, Government, and Trustees of Hales Valley Trust consider the use of social media websites being used in this way as unacceptable. Any concerns you may have about the school or your child/children must be made through the appropriate channels — by speaking to the class teacher, the

Executive Head, or the Chair of Trustees — where they will be dealt with fairly, appropriately and effectively for all concerned.

Libellous or Defamatory Posts

In the event that any parent/carer or pupil is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about what content can be posted and provide mechanisms to report content that breaches these terms. The school also expects that any parent/carer or pupil removes such comments immediately.

Cyber Bullying

We take the use of cyberbullying very seriously, whether by a child or a parent, to publicly humiliate another individual by inappropriate social media entry. This will be treated as a serious incident of school bullying.

Recording of Staff and Pupils

To maintain a safe and respectful learning environment, the recording (audio, video, or photographic) of staff or pupils is strictly prohibited without prior informed consent from all parties involved. This applies to all members of the school community, including pupils, parents, staff, and visitors. Covert recordings, those made without the knowledge or permission of those being recorded are considered a breach of trust policy and may result in the Trust taking action in line with this policy.

Breaching the code of conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct then the following actions may take place

Depending on the nature of the incident, the school may then:

- Remind the adult of the code of conduct informally
- Invite the parent into school to meet with a senior member of staff or the headteacher
- Send a warning letter to the parent
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek legal advice from regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the headteacher.

The Executive Head will consult the chair of Trustees before banning a parent from the school site.

In the event of unacceptable behaviour

Stage 1 - Verbal Warning

The designated senior member of staff will speak to the person or persons perpetrating such an incident, privately. It will be put to them that such behaviour is unacceptable and an assurance will be sought that such an incident will not be repeated. It will be stressed on this occasion that repetition of such an incident will result in further more serious action being taken. NB: Any incidents of violent conduct may proceed to stage 2, 3 or Stage 4 at the discretion of Executive Headteacher/Headteacher.

Stage 2 – Written Warning

If a second incident occurs involving the same person or persons, the **Executive headteacher/Headteacher (or designated senior member of staff)** will write to the adult(s) informing them once again that this conduct is unacceptable. NB: Any incidents of violent conduct may proceed to stage 3 or Stage 4 at the discretion of Executive Headteacher/Headteacher. At any stage, the school may report serious incidents of abusive and threatening behaviour to the appropriate Authority. The school has a statutory responsibility to report any racist or discriminatory incidents to the Local Authority/ Hales Valley Trust Central Operation (See Hales Valley Trust Equality Policy). Any act of actual or threatened violence will be referred to the police immediately.

Stage 3 - Exclusion from School Premises

If such an incident recurs or if an initial incident is considered serious enough, the **Executive headteacher/Headteacher (or member of SLT)** will enforce an exclusion from school premises.

Stage 4: Removal by Police

If, following a decision to exclude a person from the school premises, that person persists in entering school premises, they may be removed by the police as a trespasser under Section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986.

All parents, even if excluded from school premises, are not excluded from the rights to access to school and have a right to seek an appointment to speak to school staff about their child's educational progress.

Letter 1

Example Written warning Letter

This is an example of a warning letter to be sent to a parent, carer or visitor who has caused a disturbance at the school. The actual wording may need to be varied according to the circumstances. It is advisable to discuss the matter with Hales Valley Trust Central Operations before sending such a letter.

Dear

I have received a report from the Executive Head/Headteacher of *Name of School* about your unacceptable conduct on (date).

***(Provide a brief summary of the incident and its effect on staff and pupils) ***

I note that you have had a private conversation about your unacceptable behaviour in the past and you reassured me (or member of the SLT) that such an incident would not be repeated. Therefore, this serves as your written warning.

I must inform you that Hales Valley Trust will not tolerate conduct of this nature and will act to defend school staff and pupils.

This letter serves as a final written warning, in accordance with our Parent, Carer and Visitor Code of Conduct and Behaviour on School Premises Policy. I must inform you that any repetition of such behaviour will lead to an immediate withdrawal of permission for you to enter the school premises. Should you wish to discuss the content of this letter, please make an appointment to see me via the school office.

Yours sincerely

Headteacher

Letter 2

Example Ban Letter

This is an example of an initial ban letter to be sent to a parent, carer or visitor who has caused a disturbance at the school. The actual wording may need to be varied according to the circumstances. The matter must be discussed with Hales Valley Trust before sending such a letter. At this stage, the ban takes effect immediately, but as the letter indicates, the parent must be enabled to make representations. A period of a week is recommended to allow for this, at the end of which the Chair of Trustees should consider any representations made, then make a decision to either confirm the ban or discontinue it.

Dear

I have received a report from the **Executive headteacher/Headteacher** of *name of school* about your unacceptable conduct on (date).

(Provide a brief summary of the incident and its effect on staff and pupils)

I note that you have had a private conversation and a written warning about your conduct in the past. I must inform you that Hales Valley Trust will not tolerate conduct of this nature and will act to defend school staff and pupils. On the advice of the Headteacher, I am therefore instructing you that until I have reviewed this incident, you are not to enter the school premises. If you do not comply with this instruction, I shall arrange for you to be removed from the premises. If you cause a nuisance or disturbance on the premises you may be prosecuted under section 547 of the Education Act 1996; if convicted under this section, you are currently liable to a fine of £500.

Special arrangements can be made for you to meet with the Headteacher, if necessary, but this may only be with the written permission of the **xxxxxxx**. The withdrawal of permission for you to enter the school premises takes effect immediately and will be in place for (insert days) school days in the first instance. If you wish to appeal this decision, you have the opportunity to write to me with any comments or observations of your own in relation to the report that I have received from the headteacher. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct.

If you do wish to appeal, please send me any written comments you wish to make by (date 10 school days from date of letter) so that I can take a further look into this case and make a decision on any appeal. 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 your case.

Yours sincerely

Headteacher

Letter 2

This is an example of a letter to state that a ban is being upheld. The actual wording may need to be varied according to the circumstances.

Dear

On (date) I wrote to inform you that on the advice of the **Executive headteacher/Headteacher** I had withdrawn permission for you to come onto the premises of ***Names of School***. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by (date). I have not received a written response from you/I have received a letter from you dated (date), the contents of which I have carefully considered.

In the circumstances, and after further consideration of the **Headteacher's report**, I have determined that the decision to withdraw permission for you to come onto school premises should be confirmed. I am therefore instructing that, until further notice, you are not to come onto the premises of the school without the prior knowledge and approval of the headteacher. If you do not comply with this instruction I shall arrange for you to be removed from the premises of the school. If you cause a nuisance or disturbance on the premises, you may 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.

Even though we have taken this decision, the **Headteacher** and staff at ***Name of School*** remain committed to the education of your child(ren), who must continue to attend school as normal (insert for primary age children) under the arrangements set out in my previous letter.

This decision will be reviewed again (insert review date which should be a reasonable period and no longer than 6 months).

When deciding whether it will be necessary to extend the withdrawal of permission to come onto the school premises, consideration will be given to the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you; and any evidence of your co-operation with the school in other respects. If you wish to pursue the matter further you have a right to complain in accordance with Hales Valley Trust Complaints Policy.

Yours sincerely

Headteacher