



Parent and Visitor Code of Conduct

2024 - 2025

APPROVED BY	DATE OF APPROVAL
Miss Guest (headteacher) I.E.B	September 2024
REVIEW DUE BY	GOVERNOR LINK
September 2025	Mr J Painter (Chair of I.E.B)

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STATEMENT OF INTENT

Bringing out the best in everyone

At Grove Primary School and Nursery, we strive to build a strong relationship with parents and visitors to help create a positive learning environment that continues from school to home. It is the expectation that all adults on site model our school values of 'Ready, respectful, safe'. This will ensure that our children are in a school environment that is positive and nurturing.

To create a welcoming and safe learning environment, the school implements a specifically designed set of expectations regarding behaviour and conduct which parents and visitors and visitors 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, pupils or other parents and visitors may result in individuals being removed from the premises.

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

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 (2024) 'Keeping children safe in education 2024'
- DfE (2018) 'Controlling access to school premises'

This document operates in conjunction with the following school policies:

- Complaints Procedures Policy
- Child Protection and Safeguarding Policy
- Health and Safety 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 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 visitors 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

Parents and visitors are required to act in accordance with all relevant school policies and procedures at all times

Parents and visitors can request copies of all relevant policies and procedures from the school office.

3. Driving pupils to and from school

Parents and visitors will proceed past the main gates to drop off and collect their children but only where road markings allow. Parents and visitors 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. This includes 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.

Music should be played at a quiet volume when arriving and leaving the school site.

Engines should be turned off when a vehicle is stationary and not in traffic. 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 and visitors will ensure pupils disembark vehicles safely at the correct stop and cross roads with care.

Parents and visitors 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 at **3.20 pm**. If a parent is delayed in picking up their child for any reason it is the parents' responsibility to call an authorised adult to collect the pupil from school on their behalf.

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 and visitors
- 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 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
- 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 or vaping on the school premises; this includes the area outside the main gate
- Taking illegal or harmful drugs or drinking alcohol 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 or visitor 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 and visitors will raise concerns regarding another adult's behaviour or conduct directly with their child's class teacher or the headteacher. They will not approach the parent themselves.

Instances of parents and visitors displaying inappropriate behaviour will be managed in a variety of ways, depending on the severity of the situation.

When a parent or visitor 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 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 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.

6. Warning and Banning Procedures

If a parent, carer or other visitor behaves in an unacceptable way towards a member of the school community, in person or online, the headteacher or appropriate member of staff will seek to resolve the situation. This will be done through discussion and mediation with all parties. If necessary, the school's complaints procedures will be followed.

A follow up meeting with the headteacher will be held with all parties involved to ensure that conduct meets expectations.

Where it is deemed that parent or visitor behaviour does not adhere to the school policy, a formal warning letter will be issued.

This letter will be kept on file within school and a copy will be shared with all parties involved. The Chair of I.E.B will be informed.

Where all procedures have been exhausted and unacceptable behaviour continues, or where there is an extreme act, a parent, carer or other visitor will be banned from the school premises for a period of time, subject to review. Where appropriate, the Police will be informed.

In imposing a ban, the following steps will be taken:

1. The parent, carer or other visitor will be informed in writing that they are banned from the premises, subject to review. They will be informed in writing of what will happen if the ban is breached e.g. that police involvement or an injunction application will follow.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the Local Authority and the police will be included
3. The Chair of the I.E.B will be informed of the ban
4. Where appropriate, arrangements for pupils being delivered to and collected from the school gate will be clarified.
5. The ban will be reviewed at the appropriate time by the I.E.B and the headteacher. Parents and visitors will be informed of the outcome of this review meeting.

Appeals Process

The parent or visitor will be informed 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

Once the appeal process has been completed, parents and visitors 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 visitors and staff at the school.

The next scheduled review date for this document is September 2025.

All parents and visitors 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.

Headteacher: Miss A Guest

Chair of IEB: Mr J Painter