



CODE OF CONDUCT FOR PARENTS/CARERS/VISITORS

Term of policy: Every 1 year

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Author: M. Manderson

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Consulted with JCC? Yes ☐ No ☒

Introduction

This policy replaces any previous policy and follows the DfE regulations.

As part of our commitment to meet the Public Sector Equality Duty (PSED) requirement, to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations, we have carefully considered the impact of this policy on equality. The School will ensure that this policy is applied fairly to all employees and does not have a negative impact on students or staff with protected characteristics, race, sex, religion and belief, sexual orientation, age, disability, gender reassignment, marriage and civil partnership and pregnancy and maternity.

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As a school community, we are committed to build a positive relationship with all our parents and carers. We work hard to ensure that all children are learning, safe and happy whilst they are in school. We are very fortunate to have a supportive and friendly parent body which recognises that educating children is a process that involves critical partnership between parents, teachers and the school community as demonstrated when we all sign the Home School Agreement.

The vast majority of parents, carers and other visitors to our schools are supportive of its teachers, other members of staff, its students, their parents and other visitors, and act in a reasonable way. As part of our staff code of conduct, it is every staff members' responsibility to speak to children and parents and carers with respect, dignity, kindness and integrity. There has to be mutual respect and a level of professionalism, which we expect from our parents and carers also. Staff are entitled to come to work without fear of harassment, violence, intimidation, or abuse. Any communication, whether it is done via email, telephone or through face-to-face communication, must be polite. We continue to welcome and encourage parents and carers to participate fully in the life of our school.

In order to mitigate any difficult circumstances, this policy outlines the steps that will be taken where the behaviour displayed falls below the standard the school expects and will not be tolerated.

1. Purpose and scope

At Rooks Heath School, we believe it's important to:

- Work in partnership with parents to support their child's learning.
- Create a safe, respectful and inclusive environment for students, staff and parents.
- Model appropriate behaviour for our students at all times.

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and students (through our behaviour policy).

This code of conduct aims to help the schoolwork together with parents by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a student
- Anyone caring for a child (such as grandparents or child-minders)

2. Our expectations of parents, carers and visitors

We expect parents, carers and other visitors:

- To respect the ethos, vision and values of our school.
- To work together with staff in the best interests of our students.
- To uphold the minimum expectations of Rooks Heath School – and to follow our Code of Conduct, and ethos.
- Treat all members of the school community with respect – setting a good example with speech and behaviour.
- To correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct.
- To seek a peaceful solution to all issues.
- To raise reasonable day to day queries or requests via the class teacher in the first instance.
- To approach the right member of school staff to help resolve any issues of concern.
- To follow the school procedures as set out in the Complaints Policy if you are not satisfied with the school's initial response to your queries or requests.
- To show respect and maintain a level of professionalism with all members of the school community, including Office, Reception and other support staff.

3. Behaviour that will not be tolerated (in person, online, via telephone or any means of communication)

This includes but is not limited to:

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches).
- Swearing, or using offensive language.
- Displaying a temper, or shouting at members of staff, students or other parents.
- Threatening another member of the school community.
- Sending abusive messages to another member of the school community, including via text, email or social media.
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms.
- Use of physical punishment against your child while on school premises.
- Any aggressive behaviour (including verbally, physically or in writing) towards another child or adult.
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention.
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event).
- Possessing or taking drugs (including legal highs).
- Bringing dogs onto the school premises (other than guide dogs).

This list is not exhaustive.

4. Breaching the code of conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

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

- Send a warning letter to the parent, carer or visitor.
- Invite the parent, carer or visitor into school to meet with a senior member of staff or the headteacher.
- Contact the appropriate authorities (in cases of criminal behaviour). This could include the police.
- Seek advice from our legal team regarding further action (in cases of conduct that may be libellous or slanderous).
- Ban the parent, carer or visitor from the school site by withdrawing the implied permission to be on the school's premises.

5. Permission to enter and be on the school's premises

Parents have "implied permission" to enter and be on the school's premises for reasons relating to their child / children's education. This means that parents are welcome to come to the school to drop off and collect their children, to speak to teachers and other members of staff about their children, or for meetings, parents' evenings, and social events. Parents do not have a legal right to enter or be on the school's premises without a good reason.

Other visitors also have "implied permission" to enter and be on the school's premises if they have a reason, for example a courier or delivery person, or a member of the public attending the school's office to make enquiries about something. Members of the public without a good reason for entering or being on the school premises are trespassing.

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 headteacher will consult the chair of governors before banning a parent, carer or visitor from the school site. Where the headteacher's decision has been confirmed by the chair of governors, a letter will be sent to the parent, carer or visitor notifying them of the ban and to allow the parent, carer or visitor time to reflect upon their behaviour. The parent, carer or visitor may write a response to acknowledge, apologise or present any considerations for the headteacher and chair of governors which will be taken into consideration when setting a date by which to review the ban.

6. Monitoring and Review

The school will keep an electronic log of any unacceptable behaviour along with the actions taken to address it. The headteacher will also report any incidents and how they have been dealt with to the chair of governors on a termly basis. Any serious incidents will be reported to the chair of governors at the point of action.