

Blackhorse Primary School

Parent Code of Conduct



Statement of intent

At Blackhorse Primary School, we strive to build a strong relationship with parents and careers 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.

We expect every adult within our school community or who visits our school to model our school values to each other and to the children. Our values are:

- Respect – of ourselves, our family and our community.
- Pride – in our attitude and work; striving for our best efforts.
- Bravery – to attempt new and challenging things.
- Success – to aspire to be the best version of ourselves.

To create a welcoming and safe learning environment, the school implements a specifically designed set of rules regarding behaviour and conduct which all adults are expected to act in accordance with.

All parents, visitors and staff members have the right to be part of our school community 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 way all adults are expected to act while on the school premises and details the type of behaviour that will not be tolerated.

The term 'parents' is used throughout this policy as a placeholder – this policy also applies to any family members or friends of the family who interact with the school.

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 (2023) 'Keeping children safe in education 2024'
- DfE (2018) 'Controlling access to the school premises'

This document operates in conjunction with the following school policies:

- Complaints Procedures Policy
- Child Protection and Safeguarding Policy

Expectations

Our school expects all adults to:

- Model the school's values of respect, pride, bravery and success.
- Act in accordance with this code of conduct at all times.
- Set a good example to pupils through their behaviour and the way they interact with staff, pupils, and other adults.
- Work together 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 a child's version of events with the school to bring about a peaceful solution to any issue.
- As a parent, be responsible for your child's behaviour before or after school, 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 appropriately when on the school premises and attending school events, and ensure their dress and appearance reflect that they are role models for pupils.

Inappropriate behaviour

The school takes instances of inappropriate behaviour very seriously and will not tolerate any circumstances that may make pupils, parents, staff members and other members of the school community feel threatened.

Adult behaviour that the school does not tolerate includes, but is not limited to, the following:

- Raising voices inappropriately at another individual
- Using foul, abusive, or offensive language (either in person or via social media)
- Sending abusive, aggressive, or threatening messages, emails or other communications to any member of the school community
- Bullying, harassment or intimidation, including physical, verbal and sexual abuse offline and online.
- 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 damaging to their self-esteem.
- Making racist or sexual comments, or comments demeaning a person's religion, sex or sexual orientation
- Discriminating against any member of the school community, including pupils, staff, governors and other parents
- Displaying disruptive or other inappropriate behaviour which interferes or threatens to interfere with any of the school's operations or activities
- Trespassing on school property without prior permission or implied licence
- Causing intentional damage to school property
- Breaching the school's security procedures
- Arriving on the school premises partially clothed
- Smoking on the school premises
- Taking illegal or harmful drugs while on the school premises
- Drinking alcohol on the school premises, unless it has been authorised and supplied by the school
- Taking photographs or videos on the school premises without permission from the school
- Driving unsafely within the vicinity of the school
- Using aggressive hand gestures, e.g. raising fists and fingers
- 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
- 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

Managing inappropriate behaviour

If a parent/adult 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 adults displaying inappropriate behaviour will be managed in a variety of ways, depending on the severity of the situation.

When an adult who is not an employee of the school has behaved inappropriately, they will be contacted by the Headteacher to discuss their behaviour and to attempt to resolve the issue. Staff members are subject to their own code of conduct and will be expected to abide by this (a copy of which is available on request). 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
- 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 ask any parent to leave 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 removing 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 about a parent's appearance or dress, personal factors will be considered on a case-by-case basis when addressing the concern.

If a parent persistently displays unacceptable and inappropriate behaviour, they may be barred from the school premises, in accordance with the [Barring from the school premises](#) section of this policy.

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 displays 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, language that is a risk to staff or pupils, or behaviour that makes 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 extreme 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.
- How parents can 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, extended.

Parents may appeal the decision to the Board of Trustees. Once the appeal process has been completed, parents who 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.

Parent Code of Conduct Agreement

This agreement should be completed on Arbor.

I (name), parent of (name of child), declare that I have received, read and understood the terms and conditions of this code of conduct.

I understand my obligations under this code of conduct and agree to comply fully with them. When interacting with the school and its community;

I will:

- Act as a role model for children.
- Uphold the school's values and model these to the children.

I will not:

- Behave in an abusive or threatening way.
- Dress in an inappropriate manner.
- Act in a discriminatory manner towards any member of the school community.
- Trespassing on the school property.
- Smoke, drink alcohol or take any illegal or harmful substances on the school premises.

When communicating with the school via official communication channels, or using private/independent channels to talk about the school:

I will:

- Always be respectful towards members of staff and the school.
- Be respectful of other parents/carers and children.
- Direct any complaints or concerns through the school's official channels, so they can be dealt with in line with the school's complaints procedure.

I will not:

- Use private groups, incl. Messaging groups (i.e. Whats App), the school's Facebook page, or personal social media to complain about or criticise the school or members of staff. This is not constructive, and the school can't improve or address issues if they aren't raised in an appropriate way.
- Use private groups, the school's Facebook page, or personal social media to complain about or try to resolve a behaviour issue involving other pupils. If I'm aware of a specific behaviour issue or incident, I will contact the school and speak to the appropriate member of staff.
- Upload or share photos or videos on social media of any child other than my own unless I have the permission of the other children's parents/carers.