



Parent, Carer and Visitor Code of Conduct

Policy Date: January 2020

Review Date: January 2023

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1. Introduction

Goose Green Primary School encourages parents and carers to be actively involved in their children's education and we welcome the fact that the positive relationships between home and school support children's learning. The school regularly invites parents and carers to come into school to celebrate children's learning and to discuss progress with their children's teachers. All parents, carers and visitors to the school are expected to consider the effect that their actions and words might have on other people.

The school expects all parents, carers and visitors to behave in an appropriate manner whilst they are on school premises. All school staff and other members of the school community have a right to feel safe at school. Abuse, threatening behavior or violence are not considered to be an acceptable part of any job, nor is it incumbent on any member of the school community to accept such behavior. Additionally, the school expects that it will not be brought into disrepute outside of the school gates, including on social media.

Similarly, school staff are expected to behave in a professional manner at all times and they are expected to adhere to the school's *Staff Code of Conduct*, a copy of which is available on the school website or on request from the school office.

This code of conduct outlines the sorts of behaviours that are unacceptable from parents, carers and visitors whilst they are on school premises. It also sets out the steps that the school will take if members of the school community are subject to such unacceptable behavior.

2. Examples of Unacceptable Behaviour

In order to support a peaceful and safe school environment, the school will not tolerate parents, carers and visitors exhibiting any of the following behaviours. Please note that this is not an exhaustive list and the school reserves the right to follow the procedures laid out in Section 3 of this code of conduct if behaviour is displayed that is not listed below and is deemed to be unacceptable.

- Shouting at members of staff, parents or children either in person or on the telephone.
 - Verbally threatening any member of the school community.
 - Physically intimidating another member of the school community, including standing too close to another person, or deliberately standing over another person in order to make them feel intimidated.
 - The use of aggressive and/or threatening hand gestures, including shaking or holding a fist towards another person.
 - Swearing and using other abusive or offensive language.
 - Spitting.
 - Unwanted physical contact.
 - Violence towards another person, including pushing, hitting, slapping, punching and kicking.
 - Racist, sexist and homophobic language or comments.
 - Damaging or destroying school property.
 - Sending abusive or threatening emails, texts or any other written communication.
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- Leaving abusive or threatening voicemail or phone messages.
- Defamation of the school or individual members of staff on social media sites or elsewhere on the internet.
- Smoking or drinking on school premises.
- Approaching someone else's child in order to discuss or chastise them [*always* report issues to a member of staff who will be able to deal with this for you].

3. School Procedure Following Incidents of Unacceptable Behaviour

In the first instance, staff should attempt to defuse the situation and to calm the agitated person. If this is unsuccessful, the Head Teacher or another member of the Senior Leadership Team should be called in order to speak to the person. Should the inappropriate behaviour continue, then the following procedure will be followed.

Step 1: Verbal Warning

The Head Teacher (or member of SLT) will speak to the person privately. During this discussion it will be put to the person that such behavior is unacceptable, that it must stop and that reassurances will be sought that such an incident will not be repeated. It will be stressed that any further incidents of inappropriate behavior will lead to more serious action being taken, as laid out in the procedure below.

Should the unacceptable behavior continue then the Head Teacher will terminate the meeting and will move immediately to Step 2 below.

Step 2: Written Warning

If a second incident of inappropriate behavior occurs, then the Head Teacher will write to the individual concerned informing them that their conduct has been unacceptable. The letter will form a written warning that any further incidents of inappropriate behavior will lead to an exclusion from the school premises. Further, depending on the nature of the behaviour, the school will warn that additional incidents may lead to a report to the police, as appropriate.

Incidents of a violent nature will move immediately to Step 3 or Step 4, as appropriate.

Step 3: Exclusion from School Premises

If unacceptable incidents recur, or if the initial incident is considered serious enough, the Head Teacher will consult the Chair of Governors (or another appointed governor) in order to agree an exclusion from the school premises. This will be conveyed verbally at the time of the incident if appropriate and will be confirmed in writing within three working days.

NB parents excluded from the school premises are still entitled to seek an appointment with their child's teacher to discuss their educational progress.

Step 4: Removal by Police

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

4. Examples of letters to Parents

Step 2 Letter

Dear _____

I have received a report about your unacceptable conduct on (date).

(Brief details of the incident and its effects on others.)

We have previously had a private conversation about your unacceptable behavior and you were warned about that behavior. At that meeting, you reassured me (or member of SLT) that further incidents of such behavior would not be repeated.

Following this most recent incident, you should take this letter as a final written warning that the school will not tolerate behavior of this nature. Any recurrence of unacceptable behavior will lead to your exclusion from the school premises, as laid out in the procedure in the school's *Parent, Carer and Visitor Code of Conduct*.

Please do not hesitate to make an appointment to see me if you wish to discuss the contents of this letter.

Step 3 Letter

Dear _____

I have received a report from the Head Teacher about your unacceptable conduct on (date).

(Brief details of the incident and its effects on others.)

I note that you have had a private conversation and a written warning about your behaviour in the past.

I must inform you that the school will not tolerate conduct of this nature and will seek to keep all members of the school community safe. Having reviewed this incident, and on the advice of the Head Teacher, I hereby inform you that you are not allowed to enter the school premises. If you do not comply with this instruction then I shall arrange for you to be removed from the school premises by the police, if necessary. This exclusion takes effect immediately and will be in place for (X) days in the first instance. You must not enter the school premises until this exclusion has been revoked.

If you wish to appeal the decision, you should write to me with your comments within ten working days. Your comments may be about the facts of the incident itself, to express regret for your actions or to give assurances about your future good conduct. Any appeal will lead to a review of the incident by a governor who has not previously been involved with the case.

Adopted and signed on behalf of the school governing body (governor name)	
Signature of governing body representative	
Name of Head Teacher	Simon Wattam
Signature of Head Teacher	
Date	January 2020
Revision Date	Spring 2023
