



Parents, Carers and Visitors Code of Conduct on School Premises Policy

(A recommended document)

'Learning with our head, heart and hands so that we can experience life in all its fullness'

Kindness, endurance, thankfulness, friendship and forgiveness

Publish on Website?	NO / YES
Staff Consulted:	SLT
Ratified by Governing Body:	6/10/2022
This policy is linked to and should therefore be read in conjunction with:	Safeguarding Policies Staff Code of Conduct
Review in:	Autumn 2026

This document outlines to parents/carers visitors what the school and the Governing Body deem as unacceptable behaviour on school premises. If unacceptable behavior is demonstrated then actions will be taken. More information about this is shared below.

Purpose and Scope

Matching Green CE Primary School is very fortunate to have a supportive and friendly parent/carer community. Our parents and carer recognise that educating children is a process that involves partnership between parents and the school. We welcome and encourage parents and carers to participate fully in the life of our school and we will act to ensure it remains a safe place to learn and work.

We expect all members of our school community to behave in a reasonable way but unfortunately there are occasions when behaviour by parents/carers and visitors to the school is considered unacceptable. The purpose of this policy is to provide a reminder to all parents, carers and visitors to our school of the expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual respect and understanding. This policy also outlines the steps that will be taken in circumstances where behaviour is considered unacceptable.

We would respectfully ask that parents would make all persons responsible for collecting children aware of this policy.

Guidance

We expect parents, carers and visitors to:

- Respect the caring ethos and values of our school
- Understand that both teachers and parents/carers need to work together for the benefit of their children
- Demonstrate that **all** members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue
- Correct own child's behaviour, especially when in school uniform in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour
- Approach the school to help resolve any issues of concern
- Avoid using staff as threats to admonish children's behaviour
- Ensure that issues are dealt with in a place, and at a time, that is appropriate

Types of Unacceptable Behaviour

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

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, office, or any other area of the school premises
- Using loud or offensive language, swearing, cursing, using profane language or disrespectful derogatory language (This is either in person or over the telephone. Please be aware that phone calls can be recorded).
- Displaying an angry temper
- Using aggressive hand gestures
- Attempting to physically or verbally intimidate
- Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent/carer or pupil regardless of whether the behaviour constitutes a criminal offence
- Threatening to, or damaging or destroying school property
- Abusive or threatening emails or text/voicemail/phone messages or other written communication

- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents and carers/staff/governors at the school including, but not limited to Facebook, X (formerly Twitter), Instagram, Whats App or other social media sites. (See Appendix 1).
- Threatening to or using physical aggression towards another adult or child. This includes the use of physical punishment of your own child on school premises
- Approaching someone else's child in order to discuss or chastise them because of the actions, or alleged actions, of this child towards your own child
- Smoking and consumption of alcohol or illegal drugs whilst on school premises, including vaping. (Alcohol may only be consumed during an authorised event as agreed by the school and only then in moderation)
- Dogs being brought on to school premises (other than guide dogs or assistance dogs)

If an Incident Occurs

At any stage the school may report serious incidents of abusive and threatening behaviour to the Local Authority. The school has a statutory responsibility to record any racist or discriminatory incidents and report these to the Local Authority when asked to do so. Any act of actual or threatened violence will immediately be referred to the police, recorded, and reported to the Governing Body.

At Matching Green CE Primary School, we operate a 'zero tolerance' approach to the use of inappropriate behaviour anywhere on the school site towards pupils, staff and parents/carers and visitors. Any unacceptable behaviour towards pupils, parents or staff on the school site should be reported to a member of the Senior Management Team as soon as possible. It will be investigated and acted upon in line with the code of conduct. If another parent/carer or visitor wishes to speak to a member of the Senior Management Team in confidence regarding an incident of unacceptable behaviour, then they may do so and can be assured their anonymity will be kept if necessary.

Should **any** behaviour listed or not listed be considered to breach the behaviour ethics of the school occur on school premises, the school may feel it is necessary to take action in the form of any or all of the sanctions below.

Verbal and/or written warning

The Headteacher or member of the Senior Leadership Team (SLT) will speak to the person or persons perpetrating such an incident individually and will:

- Explain that the behaviour is unacceptable
- Seek an assurance that such an incident will not be repeated
- Stress that any repetition of such an incident will result in further action being taken

This incident will be recorded in writing by the school for future reference if required

If a serious or further incident occurs involving the same person or persons, the Headteacher will write to the adult(s) informing them that the behaviour is unacceptable.

If this incident were considered serious, the Headteacher or the Chair of Governors (or another appointed Governor) would exclude the person from school premises under Section 547 of the Education Act 1996.

If the Headteacher has been subjected to abuse, this step will be actioned by the Chair of Governors or another appointed governor. If an initial incident were considered serious, the Headteacher or the Chair of Governors (or another appointed Governor) would exclude the person from school premises under Section 547 of the Education Act 1996.

Final Written Warning

If a third incident occurs involving the same person or persons, the Chair of Governors or another appointed independent Governor, will write to the adults(s) giving a final warning that this behaviour is unacceptable, and that a repetition of the conduct will result in exclusion from the school premises under Section 547 of the Education Act 1996.

If this incident were considered as serious, the Headteacher or the Chair of Governors (or another appointed Governor) would exclude the person from school premises under Section 547 of the Education Act 1996.

Exclusion from School Premises

If such an incident reoccurs or if an initial incident is considered serious enough, the Headteacher or the Chair of Governors (or another appointed Governor) would exclude the person from school premises under Section 547 of the Education Act 1996.

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 right to speak to school staff about their child's educational progress. This may take place on school premises, if agreed, or may be provided in written form.

Appendix 1: Inappropriate use of Social Network Sites/Apps

Social media websites and apps are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/pupils. The school and the Governors consider the use of social media being used in this way as unacceptable and not in the best interest of the children and the whole school community and is not reflective of the school ethos or school vision and values. Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, the Headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil or parent/carer of a child/ren educated in the school is found to be posting libelous or defamatory comments on any social media network sites or apps, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content, which can be posted, on the site and they provide robust mechanisms to report contact or activity which breaches this. The school will also expect that any parent/carer or pupil remove such comments immediately. The parent/carer may also be asked to attend a meeting with the school to discuss the matter.

In serious cases the school will also consider its legal options to deal with any such misuses of social networking and other sites. Additionally, and perhaps more importantly, is the issue of cyber bullying and the use by one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying.