

BRACKLA PRIMARY SCHOOL



PARENTS, CARERS & VISITORS' CODE OF CONDUCT & UNACCEPTABLE BEHAVIOUR ON SCHOOL PREMISES POLICY

Date Adopted: 15.05.24	Chairperson: Mrs J Czajkowski (Chair of Governors)
Date of Renewal: May 2026	Headteacher: Mrs K John

Purpose

Governors and staff at Brackla Primary School are very fortunate to have a supportive and friendly family community. Our parents and carers recognise that educating children is a process that involves partnership between home 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.

Behaviour that will cause harassment, alarm or distress is contrary to the aims of Brackla Primary School.

The aims of this policy are to ensure that all member of our school community treat each other with respect and that all pupils and adults should feel safe on the school site. The vast majority of the parents and carers are keen to work with us and are supportive of the school's work. If a parent or carer has concerns, we will always listen and seek to address them. We expect all members of our school community to behave in a reasonable way but sadly, there are occasions when behaviour by parents, carers and visitors to the school may be considered unacceptable. This policy outlines the steps that will be taken in those rare circumstances.

We trust that parents, carers and visitors to our school will assist us with the implementation of this policy and we thank you for your continuing support of the school.

Visitor's Code of Conduct

We expect all visitors to:

- Respect the caring ethos and values of our school;
- Understand that both school staff, governors and parents/carers need to work together for the benefit of the children;
- Demonstrate that all members of the school community should be treated with respect;
- Approach the school courteously to help resolve any issues of concern by making an appointment to meet with the most appropriate member of staff or member of the senior management team;
- Remember how busy members so staff are during the school day, particularly first thing in the morning. Where you need to speak with a member of staff make an appointment to do so at a time when they can give you your full attention. Staff will not be asked to leave a class to meet a parent, carer or visitor who has not made a prior appointment;
- Seek to clarify a child's version of events with the school's view to bring about a calm solution to any issue;
- Correct their own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour;
- Reinforce the school policy on behaviour including the school's Anti Bullying policy and Dignity at work policy. The school will also consider its safeguarding protocols should the behavior of a parent, carer or visitor raise concerns;
- Approach the school to help resolve any issues of concern;

- Avoid using staff as threats to influence children's behaviour;
- Respect the school environment, using correct pedestrian footways into school, driving carefully and considerately within permitted areas, following any instructions issued by school staff.

Types of Unacceptable Behaviour

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

- Disruptive behaviour or disorderly conduct which interferes or threatens to interfere with the operation of a classroom, office or any other area of the school grounds and playing fields;
- Speaking to any member of staff at the school in a manner that is aggressive, demanding or intimidating including invading their personal space;
- Using loud/or offensive language, shouting, swearing, cursing, using profane language, attempting to physically intimidate, use of aggressive hand gestures or displaying temper or aggression;
- Threatening to harm a member of school staff, visitor, fellow parent/carer or pupil regardless of whether the behaviour constitutes a criminal offence;
- Damaging or destroying school property;
- Sending abusive, vexatious or threatening e-mails or text/voicemail/phone messages or other written communications;
- Dictating behaviour to staff about how their professional duties will be discharged; • Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent/carer or pupils regardless of whether that behaviour constitutes a criminal offence;
- Defamation of the school or staff character on Facebook or other social networking sites (see Appendix 1). Any concerns you may have about the school must be made through the appropriate channels, so they can be dealt with fairly, appropriately and effectively for all concerned using the appropriate complaints procedure. You should ask for a copy of school's Complaint policy and follow the steps identified in making a formal complaint;
- The use of physical aggression towards another adult or child. This includes physical punishment against your own child on school premises;
- Approaching someone else's child to discuss or chastise them because of their actions towards your own children. (Such an approach to a child may be seen as an assault on that child and may have legal consequences);
- The wearing of clothing that may include offensive language and/or images;
- Making racist, homophobic or sexist comments, such comments may constitute a criminal offence;
- Smoking (tobacco or e-cigarettes) and consumption of alcohol or illegal drugs on school premises;
- Dogs being brought on to school premises except for assistance dogs.

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

If the conduct of parents, carers or visitors on school premises is deemed to be offensive, threatening, aggressive or causes any form of distress or harm, they will be asked to leave the school premises and must leave at once.

Should any of the above behaviours occur on school premises, the school may feel it necessary to contact the appropriate authorities including the police or social services. If necessary (in consultation with the Local Authority) access to the school of the individual concerned, may be restricted, or even banned from entering the school grounds. This may result in a communication strategy to restrict the way communications take place with the school being put in place. The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to abuse this could include a lock down of the school and the immediate request for the police to attend the school.

Appeal

Any parent/carer who is asked to leave the school premises will have the right of appeal to the decision by writing to the Chair of Governors within ten days of permission to enter the school premises being withdrawn.

Review

Monitoring and Review

This policy will be reviewed by the Governing Body every two years or earlier if deemed necessary.

Appendix 1

Inappropriate use of Social Networking Sites

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/pupils.

The school seeks to teach pupils the importance of appropriate and responsible use of social media and it is therefore vital that everyone in the school community, including parents and carers lead by example.

The Governors of the school consider the use of social media being used in this way as unacceptable and not in the best interests of the children or the whole school community. 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 being educated at our school is found to be posting libellous or defamatory comments on Facebook or other social network sites, 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. Our school also expects that any parent/carer or pupil removes such comments immediately. Parents/carers making such comments will also be invited into school to discuss the implications of posting libellous comments.

In serious cases the school will also consider legal options to deal with any such misuse of social networking and other sites.

Steps to be taken if an incident occurs

Step 1: Verbal warning

The Headteacher (or member of Senior Management Team) will speak to the person or persons perpetrating such an incident, privately. It will be put to them that such behaviour is unacceptable and an assurance will be sought that such an incident will not be repeated. It will be stressed on this occasion that repetition of such an incident will result in further more serious action being taken. If the Headteacher has been subject to abuse this will be done by the Chair of Governors (or another appointed Governor).

Step 2: Written warning

If a second incident occurs involving the same person or persons, the Headteacher will write to the adult(s) informing them once again that this conduct is unacceptable. As for Step 1, if the Headteacher has been subject to abuse this will be done by the Chair or Governors or another appointed Governor.

NB: Any incidents of violent conduct would immediately proceed to step 5. 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 report any racist or discriminatory incidents to the Local Authority. Any act of actual or threatened violence will be referred to the police immediately. (See step 2 example letter).

Step 3: Final written warning

If a third incident occurs involving the same person or persons, the Chair of Governors or other appointed independent Governor, will write to the adult(s) giving a final warning that this abusive and threatening behaviour is unacceptable, and that a repetition of this conduct will leave the governors no option but to take further action.

Step 4: Exclusion from school premises

If such an incident recurs or if an initial incident is considered serious enough, the Chair of Governors (or other appointed Governor) would enforce an exclusion from school premises (in consultation with the Local Authority).

Step 5: 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 rights to access to school and have a right to seek an appointment to speak to school staff about their child's educational progress.

Step 2 Letter

This is an example of a warning letter to be sent to a parent, carer or visitor who has caused a disturbance at the school. The actual wording may need to be varied according to the circumstances. It is advisable to discuss the matter with the Local Authority before sending such a letter.

Dear

It has been reported to me that you have caused a disturbance on _____ school premises on (date).

We have spoken privately about your unacceptable behaviour in the past and you reassured me (or member of the Senior Management Team) that such an incident would not be repeated. On this occasion, your behaviour has upset (member(s) of staff, pupils, etc.) who were present.

(Optional) If you are unhappy about any aspect of your child's education then we can arrange to have a meeting at an appropriate time and place.

This letter serves as a written warning, in accordance with our *Parents, Carers, Visitor's Code of Conduct and Unacceptable Behaviour on School Premises* policy.

I must inform you that any repetition of such behaviour could lead to an immediate withdrawal of permission for you to enter the school premises.

Should you wish to discuss the content of this letter, please make an appointment to see me via the school office.

Yours sincerely

Headteacher

cc: Chair of Governors

Step 3 Letter

This is an example of a warning letter to be sent to a parent, carer or visitor who has caused a disturbance at the school. The actual wording may need to be varied according to the circumstances. It is advisable to discuss the matter with the Local Authority before sending such a letter.

Dear

I have received a report from the Headteacher about your unacceptable conduct on (date). (Provide a brief summary of the incident and its effect on staff and pupils)

I note that you have had a private conversation and a written warning about your conduct in the past. I must inform you that the governors will not tolerate conduct of this nature and will act to defend school staff and pupils.

(Optional) If you are unhappy about any aspect of your child's education then you can arrange to have a meeting with the Headteacher at an appropriate time and place.

This letter serves as a final written warning, in accordance with our *Parents, Carers, Visitor's Code of Conduct and Unacceptable Behaviour on School Premises* policy. I must inform you that any repetition of such behaviour will lead to an immediate withdrawal of permission for you to enter the school premises.

Should you wish to discuss the content of this letter, please make an appointment to see me via the school office.

Yours sincerely

Chair of Governors

cc: Headteacher

Step 4 Letter 1

This is an example of an initial ban letter to be sent to a parent, carer or visitor who has caused a disturbance at the school. The actual wording may need to be varied according to the circumstances. The matter must be discussed with the Local Authority before sending such a letter.

At this stage, the ban takes effect immediately, but as the letter indicates, the parent must be enabled to make representations. A period of Ten Days is recommended to allow for this, at the end of which the Chair of Governors should consider any representations made, then make a decision to either confirm the ban or discontinue it.

Dear

I have received a report from the Headteacher about your unacceptable conduct on (date). (Provide a brief summary of the incident and its effect on staff and pupils) I note that you have had a conversation and a written warning about your conduct in the past.

I must inform you that the governors will not tolerate conduct of this nature and will act to defend school staff and pupils. On the advice of the Headteacher, I am therefore instructing you that until I have reviewed this incident, you are not to reappear on the school premises. If you do not comply with this instruction, I shall arrange for you to be removed from the premises. If you cause a nuisance or disturbance on the premises you may be prosecuted under section 547 of the Education Act 1996.

Special arrangements can be made for you to meet with the Headteacher, if necessary, but this may only be with the written permission of the governors. The withdrawal of permission for you to enter the school premises takes effect immediately and will be in place for (insert days) school days in the first instance. I still need to decide whether it is appropriate to confirm this decision. Before I do, I wish to give you an opportunity to write to me with any comments or observations of your own in relation to the report that I have received from the Headteacher. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct.

To enable me to take a decision on this matter, please send me any written comments you wish to make by (date 10 school days from date of letter). If, on receipt of your comments, I consider that my decision should be confirmed, you will be supplied with details of how to pursue a review of your case.

Yours sincerely

Chair of Governors cc: Headteacher and LA

Step 4 Letter 2

This is an example of a letter to state that a ban is being upheld. The actual wording may need to be varied according to the circumstances.

Dear

On (date) I wrote to inform you that on the advice of the Headteacher I had withdrawn permission for you to come onto the premises of the school. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by (date). I have not received a written response from you/I have received a letter from you dated (date), the contents of which I have carefully considered.

In the circumstances, and after further consideration of the Headteacher's report, I have determined that the decision to withdraw permission for you to come onto school premises should be confirmed. I am therefore instructing that, until further notice, you are not to come onto the premises of the school without the prior knowledge and approval of the Headteacher. If you do not comply with this instruction I shall arrange for you to be removed from the premises of the school. If you cause a nuisance or disturbance on the premises, you may be prosecuted under Section 547 of the Education Act 1996.

Even though we have taken this decision, the Headteacher and staff at the school remain committed to the education of your child(ren), who must continue to attend school as normal. This decision will be reviewed again (insert review date which should be a reasonable period and no longer than 6 months).

When deciding whether it will be necessary to extend the withdrawal of permission to come onto the school premises, consideration will be given to the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you; and any evidence of your co-operation with the school in other respects.

If you wish to pursue the matter further, you have a right to complain to a panel of school Governors who have not been involved previously and who will consider the circumstances of the decision to withdraw permission for you to come on to the school site. You can make your complaint by writing to the Clerk to the Governors, c/o the school.

(Where the incident has arisen in the context of a parental complaint against the school, the following may be inserted) Finally, I would advise you that I have asked the Headteacher to ensure that your complaint that (insert details) is considered under the appropriate stage of the school's complaints procedure. The school will contact you about this in due course.

Yours sincerely

Chair of Governors

cc: Headteacher and Local Authority

Code of Conduct

FAMILIES AND VISITORS

At Brackla Primary School, we are fortunate to have supportive and friendly families who recognise that educating children is a process that involves partnership between home and school and understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we welcome and encourage families to participate fully in the life of our school.

The purpose of this code is to provide a reminder to all families and visitors to our school about expected conduct so that we can ensure a safe and positive school environment.

RESPECT AND CONCERN FOR OTHERS AND THEIR RIGHTS

This guidance supports the Home-School Agreement

We expect parents and carers to show respect and concern for others by:-

- ✓ Supporting the respectful ethos of our school and setting a good example in their own speech and behaviour towards all members of the school community;
- ✓ Working together with staff for the benefit of children. This includes approaching the school to resolve any issues of concern and to discuss and clarify specific events in order to bring about a positive solution;
- ✓ Correcting own child's behaviour, especially in public where it could otherwise lead to conflict or unsafe behaviour;
- ✓ Respecting the school environment.

In order to support a peaceful and safe school environment, the school will not tolerate:-

- ✓ Disruptive behaviour on any part of the school grounds;
- ✓ Using loud and/or offensive language;
- ✓ Threatening harm or the use of physical aggression towards another adult or child;
- ✓ Damaging or destroying school property;
- ✓ Leaving abusive or threatening emails or phone messages;
- ✓ Consumption of alcohol, smoking or taking other drugs or accessing the school site whilst intoxicated/ under the influence of drugs.

The above behaviours on school premises will be reported to the appropriate authorities and offending adults may be prohibited from entering the school grounds to safeguard our school community.

Thank you for your continuing support