



East Tilbury Primary School

Parent and Carer Code of Conduct

Last updated: September 2023

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Statement of intent

At East Tilbury Primary School, we strive to build a strong relationship with parents/carers 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.

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

All staff members have the right to work 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/carers may result in individuals being removed from the premises.

This document outlines the manner in which parents/carers are expected to act whilst on the school premises, as well as detailing the type of behaviour that will not be tolerated.

Signed by:



F Bates

Headteacher



S Allen-Clarke

Chair of Governors

Legal framework

- 1.1. This document has due regard to all relevant legislation including, but not limited to, the following:
 - Education Act 2011
 - Education Act 1996
 - Children Act 2004
- 1.2. This document has due regard to statutory and best practice guidance, including, but not limited to, the following:
 - DfE (2020) 'Keeping children safe in education'
 - DfE (2018) 'Controlling access to the school premises'
- 1.3. This document operates in conjunction with the following school policies:
 - Complaints Procedures Policy
 - Child Protection and Safeguarding Policy

2. Expectations

- 2.1. Our school expects parents/carers to:
 - Act in accordance with this code of conduct at all times.
 - Support and reflect the school's ethos and values through their behaviour.
 - Set a good example to pupils through their behaviour and the way they interact with staff, pupils and other adults.
 - Work together with staff for the benefit of their child.
 - Treat all governors, staff members, pupils, other parents/carers and any other individuals connected to the school with dignity and respect.
 - Work with staff members to resolve any issues of concern.
 - Where appropriate, clarify their child's version of events with the school to bring about a peaceful solution to any issue.
 - Correct their child's behaviour appropriately, particularly 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 in an appropriate manner when on the school premises and attending school events. Parents/carers may not drop-off or collect pupils wearing nightwear.
- Ensure their dress and appearance reflects that they are role models for pupils.

School policies and procedures

2.2. Parents/carers are required to act in accordance with all relevant school policies and procedures at all times including, but not limited to, the following:

- Photography Policy
- Smoke-free Policy
- Drug and Alcohol Policy
- Social Media Policy

2.3. Parents/carers can request copies of all relevant policies and procedures from the school office.

3. Inappropriate behaviour

What happens if someone ignores or breaks the code?

In the event of any parent/carer or visitor of the school breaking this code, then proportionate actions will be taken as follows:

In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will in the first instance be referred to the Police. This will include any or all cases of threats or violence and actual violence to any child, staff or governor in the school, and will also include anything that could be seen as a sign of harassment of any member of the school community, such as any form of insulting social media post or any form of social media cyber bullying. In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the school will refer the matter to the Trust's Legal Team for further action. In cases where the code of conduct has been broken but the breach was not a libellous, slanderous or criminal matter, then the school will send out a formal letter to the parent/carer with an invitation to a meeting.

If the parent/carer refuses to attend the meeting then the school will write to the parent/carer and ask them to stop the behaviour causing the concern and warn that if they do not they may be banned from the school premises. If after this behaviour continues, the parent/carer will again be written to and informed that a ban is now in place.

Note: (1) a ban from the school can be introduced without having to go through all the steps offered above in more serious cases.

(2) Site bans will normally be limited in the first instance.

- 3.1. The school takes instances of inappropriate behaviour very seriously and will not tolerate any circumstances that may make pupils, staff members and other members of the school community feel threatened, humiliated or criticised
- 3.2. Parental/carer behaviour that the school does not tolerate includes the following:
 - Using foul, abusive or offensive language
 - Raising voices inappropriately at another individual
 - Making racist or sexual comments
 - Using aggressive hand gestures, e.g. raising fists and fingers
 - Discriminating against any member of the school community, including pupils, staff, governors and other parents/carers
 - Bullying, harassment or intimidation, including physical, verbal and sexual abuse offline and online
 - Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/carers/staff at the school on Facebook or other social media sites. Any concerns you may have about the school must be made through the appropriate channels by speaking with the class teacher, Headteacher or the Chair of Governors, so that they can be dealt with fairly, appropriately and effectively for all concerned
 - Sending abusive or threatening messages, emails or other communications (including social media posts) to any member of the school community
 - Trespassing on school property without prior permission or implied licence
 - Causing intentional damage to school property
 - Breaching the school's security procedures
 - 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
- Writing or posting abusive, offensive or defamatory comments about an individual or the school, including on social media
- Posting content on social media that is damaging to the school's reputation
- Sending staff aggressive emails or other communications
- Psychologically harassing any member of the school community, including displaying vexatious behaviour which is humiliating for the individual and is damaging to their professional or personal reputation
- Displaying disruptive or other inappropriate behaviour which interferes or threatens to interfere with any of the school's operations or activities
- Threatening any member of the school community in any way
- 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
- Taking photographs or videos on the school premises without permission from the school
- Driving unsafely within the vicinity of the school
- Any inappropriate behaviour on the school premises.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the school community.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents//carers/staff/governors at the school on Facebook or other social media sites
- The use of physical, verbal or written aggression towards another adult or child. This includes 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 of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences)

- Dogs being brought on to the school premises (other than guide dogs).

Issues of conduct with the use of Social Media

Most people take part in online activities and social media. It's fun, interesting and keeps us connected.

The PFA has a Facebook page which allows parents/carers to receive and respond to messages about school events. We encourage you to participate positively if you wish. Within these spaces however we ask that you use common sense when discussing school life online.

'Think before you post'

We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents/carers or children.

We take very seriously inappropriate use of social media by a parent/carer to publicly humiliate or criticise another parent/carer, member of staff or child.

Issues of conduct with the use of Harassment

Harassment situations can arise where staff find themselves subjected to a pattern of persistent and unreasonable behaviour from individual parents which is not abusive or overtly aggressive, but which can be perceived as intimidating and oppressive. In these circumstances staff may be faced with a barrage of constant demands or criticisms (on a daily basis) which, whilst not particularly taxing or serious when viewed in isolation, can have the cumulative effect over time of undermining their confidence, wellbeing and health. In extreme cases, this can be an offence under the Protection from Harassment Act 1997 and the police can take action. In less serious situations, the parents/carers will be informed by the Headteacher or a member of the Senior Leadership Team (or in the case of the Headteacher, the chair of governors) that their behaviour is unacceptable and that action may well be taken if it continues

4. Managing inappropriate behaviour

- 4.1. If a parent/carer is behaving inappropriately, a report will be made to Headteacher or the most senior member of staff available in their absence, who will decide on the most appropriate course of action.
- 4.2. Parents/carers will raise concerns regarding another parent's or carer's behaviour or conduct directly with their child's class teacher or the Headteacher and will not approach the parent/carer themselves.

- 4.3. Instances of parents/carers displaying inappropriate behaviour will be managed in a variety of ways, depending on the severity of the situation.
- 4.4. When a parent/carer has behaved inappropriately, they will be invited to a meeting by the Headteacher to discuss their behaviour and to attempt to resolve the issue, unless the behaviour poses a potential risk to staff and then this meeting will take place via telephone.
- 4.5. 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/carer from the school premises
 - Contacting the police
 - Seeking legal redress through the courts
 - Restricting the parents'/carers' channels of communication to the school, e.g. no longer allowing the parent/carer to send emails to a staff member directly
 - Reporting content the parent/carer has posted online to the website's admin
 - Referring the case to children's social care, where the behaviour indicates that the parent/carer poses a risk to children
- 4.6. Any child protection and safeguarding concerns will be addressed in accordance with the school's Child Protection and Safeguarding Policy.
- 4.7. The school reserves the right to escort anyone off the premises who is displaying aggressive or disruptive behaviour.
- 4.8. The police may be contacted to provide advice on managing an incident or to assist in the removal of an individual from the premises, where necessary.
- 4.9. The police will be contacted where a parent/carer is being violent or has committed assault, or where the event has caused harm to an individual.
- 4.10. If a parent/carer 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.
- 4.11. If concerns are raised in relation to a parent's or carer's appearance or dress, personal factors will be taken into consideration, on a case-by-case basis, when addressing the concern.

- 4.12. If a parent/carer persistently displays unacceptable and inappropriate behaviour, this may result in them being barred from the school premises, in line with section 5 of this policy.

5. Barring from the school premises

- 5.1. The school has the right to bar a parent/carer from the premises to keep the school community safe.
- 5.2. If a parent/carer is displaying inappropriate or concerning behaviour, they will be asked to leave the school premises.
- 5.3. Behaviour that could result in a parent/carer being asked to leave the premises includes aggressive, abusive or insulting behaviour or language that is a risk to staff or pupils, or behaviour that is making staff or pupils feel threatened.
- 5.4. If a parent/carer persistently or consistently behaves inappropriately on the school site, or there is a one-off incident of extremely inappropriate behaviour, the school reserves the right to bar this individual from the school site.
- 5.5. The school will either:
- Bar the parent/carer temporarily, until the parent/carer has had the opportunity to formally present their side.
 - Inform the parent/carer that they intend to bar them and invite them to present their side.
- 5.6. The Headteacher will send a letter to the parent/carer, 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
 - That they have the right to formally express their views on the decision to bar in writing to the chair of governors within 10 working days
- 5.7. The Headteacher's decision to bar the parent/carer will be reviewed by the chair of governors.
- 5.8. The chair of governors will take account of any representations made by the parent/carer and decide whether to confirm or lift the bar.
- 5.9. The parent/carer will be notified in writing of the decision to uphold or lift the bar.

- 5.10. If the decision is confirmed, the parent/carer will be notified in writing, explaining:
- How long the bar will be in place.
 - When the decision will be reviewed.
- 5.11. Decisions to bar will be reviewed at the end of the agreed timescale, in line with the process outlined above.
- 5.12. Following a review, the bar may be lifted or, if there are grounds for continued concern regarding the parent's/carer's conduct, it may be extended.
- 5.13. Once the appeal process has been completed, parents/carers that remain barred may be able to apply to the Civil Courts. If a parent/carer wishes to exercise this option, they should seek independent legal advice.

6. Monitoring and review

- 6.1. This document will be reviewed on an annual basis by the Headteacher and any changes made will be communicated to all parents/carer and staff at the school.
- 6.2. The next scheduled review date for this document is May 2022.
- 6.3. This Code of Conduct can be accessed through the school website or can be requested from the school office.

