

Parents Code of Conduct- **Farmilo Primary School -** **September 2024**



Reviewed September 2024
Next Review Date September 2026

Signed on behalf of the Governors: _____

Date: _____

At Farmilo Primary and Nursery school we have excellent relationships with our parents and value the contribution that parents play in the life of the school and in their children's education. We provide many opportunities for parents to engage with school life including parent's evenings, invites to assemblies and participation in special celebrations. We also produce a whole school regular newsletter to keep parents informed about school events as well as a class specific one. Important information is also included on our school website and is communicated to parents via the Class DOJO.

We respect our parents/carers and children and in return we expect that:

- All parents/carers within the school environment behave in a respectful and calm manner without causing distress or offence to other adults or children.
- Parents/carers are expected to set a good example to children at all times, demonstrating how to get along with all members of the school and the wider community, even if there may be a disagreement or an initial misunderstanding of events.
- The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. It is important that discussions between parents/carers and staff are conducted in a positive way, and in the vast majority of such situations, this is what happens.

We do know that parents/ carers may feel emotional or worried if there is a concern about their child. However, violence, threatening behaviour or abuse against school staff or other members of the school community, is never the answer and it **will not be tolerated**.

All members of staff have the right to work without fear of violence and abuse and a right to expect that this school is a safe environment for everyone and where no one is made to feel distressed, threatened or unsafe by the words or actions of others.

If you do have a concern, please discuss this in a calm and respectful manner with a member of staff

The informal procedure to follow is:

- Make an arrangement to speak to the class teacher or teaching assistant - please be aware that a teacher may not be free to speak to you immediately (the exception is for a safeguarding concern, please ask to speak to the schools Designated safeguarding lead immediately).
- If the problem is not resolved, please make an appointment to see Miss Blore if the concern is regarding Foundation stage, Miss Lowe if it involves KS1 issues and Mrs Townsend or Mrs Daysh for KS2 issues.
- If the problem is still not resolved please make an appointment to see Mrs Tryner the Headteacher.
- If this does not resolve your concern, then you may wish to raise a formal complaint and you need to refer the school's complaints policy that is available on the school website or contact the school office.

In law, the school is private property and access onto the school property is not a right

Farmilo will normally permit parents to access the school premises during drop-off and pick up times. If a child is registered to attend after-school-care or an after school club, these timings will extend to reflect the normal drop-off or collection times associated with these activities but at any other time, access is by appointment only. Please be aware that the school has a right to take action to restrict access or ban parents/carers from the premises if they display unacceptable behaviour or try to access the site without authorisation.

Unacceptable behaviour

In order to support a peaceful and safe school environment, **the school cannot accept parents or visitors exhibiting the following types of behaviour towards any member of the school community**: This is not an exhaustive list but seeks to provide illustrations of such behaviour:

- Conduct which undermines the safe and calm environment in school, either in the school office, classroom, around the school site, immediately outside the school or anywhere the school is being represented (including school journey/day trips etc.)
- Shouting, either in person or over the telephone/
- Speaking in an aggressive/threatening tone or aggressive emails/communication
- Displaying an unacceptable amount of anger and aggression
- Physically intimidating e.g. standing very close
- The use of aggressive hand gestures/exaggerated movements/pointing/shaking or holding a fist towards another person
- Physical threats
- Using loud or offensive language, such as swearing.
- Damaging school or personal property.
- Abusive telephone calls, emails, letters or other forms of communication
- Pushing
- Hitting e.g. slapping, punching or kicking
- Spitting
- Racist, homophobic or sexist comments, including sexual innuendo
- The use of physical aggression towards another adult or child. This includes physical punishment of one's own child.
- Approaching someone else's child in order to chastise them.
- Entering the school premises without authorisation.
- Defamatory comments about school staff, proprietors or other parents on social media sites. which could bring the school into disrepute or be deemed as bullying

This list is not exhaustive, but seeks to provide illustrations of the type of behaviour that is not acceptable.

Actions that will be taken by the school if unacceptable behaviour is displayed

Members of staff must behave professionally and attempt to defuse an initial conflict situation, but if the behaviour of parents is not acceptable, or they feel threatened in any way, staff should terminate the conversation immediately and seek the support and involvement of the headteacher or a member of the Senior Leadership team (SLT). The incident should be reported on CPoms and the headteacher informed.

The head teacher should assess the level of risk before deciding on a future course of action, which should be reasonable and proportion. This may include:-

- **A letter** clarifying to the parent what is considered acceptable behaviour and referring to the parental code of conduct. This letter may contain a warning about further action if there are further incidents and invite the parent to reply with their version of the event within a set time frame.
- **An informal meeting** to discuss the events, with at least 2 members of staff present
- **Restrict access** to the school and provide a named member of staff who will be their link for any dialogue (phone, email, face to face or other means) with the school and the parent will be accompanied by a member of staff at all times if they need to come into school, which may include all drop off and collections. The Headteacher will risk assess and review this arrangement as required.
- **Barring from the premises** – (see guidance below). Legal advice will be taken from the LA to support this process. The school is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school.
- **Removal from school** - Parents who have already been barred from the school premises and continue to cause a nuisance will be deemed to have committed a section 547 offence. They will be considered as trespassers. In these circumstances the offender may be removed from school by a police officer or authorised person. Legal proceedings may be brought against the parent.

Barring individuals from school premises

DFE guidance – [Controlling access to school premises](#)

A school can either:

- bar temporarily, until the individual has had the opportunity to formally present their side
- inform of intention to bar them and invite the individual to present their side by a set deadline.

The individual being barred from the premises must be allowed to present their side. After the individual's side has been heard, the school can decide whether to continue with barring them. This should be reviewed every six months.

If a parent wishes to appeal against a ban, they should be referred to the school's complaints procedure.

- An appointed governor will meet with the headteacher to review the matter and meet to hear the individual's side.
- If the parent is dissatisfied with the outcome of this meeting, they may appeal to a panel of governors

Relevant Legislation:

[Persons Causing Nuisance / Disturbance on School Premises](#)

- Section 547 of the Education Act 1996 - School premises are private property and parents have been granted permission from the school to be on school premises. However, in case of abuse or threats to staff, pupils or other parents, school may ban parents from entering school.
- It is also an offence under section 547 of the Education Act 1996 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned.

Controlling Access to School Premises

- The Department of Education guidance document - [Controlling Access to School Premises](#) says, "Schools are private property. People do not have an automatic right to enter. Parents have an 'implied licence' to come on to school premises at certain times, for instance: for appointments, To attend a school event or to drop off or pick up younger children Schools can bar someone from the premises if they feel that their aggressive, abusive or insulting behaviour or language is a risk to staff or pupils. It's enough for a member of staff or a pupil to feel threatened"

EQUALITY

This policy has been reviewed using the Local Authority Equality Impact Screening tool to ensure that it does not discriminate against any of the protected characteristics.