

Salway Ash CE VA Primary School



Parental Code of Conduct Policy

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Code of Conduct for Parents, Carers, and Visitors

1. Purpose and Scope

At Salway Ash School, we believe in fostering a **safe, respectful, and inclusive environment** for pupils, staff, parents, and the wider school community. We aim to:

- **Work in partnership** with parents to support their child's learning.
- **Model appropriate behaviour** for our pupils at all times.
- **Create a safe and supportive environment** where pupils, staff, parents, and governors collaborate with the local community to achieve academic, creative, spiritual, social, and emotional fulfilment.
- **Develop pupils** who are kind, considerate, and eager to make a positive contribution to society.
- **Provide a secure and caring Christian ethos** that enables us to grow together, learn together, and inspire each other.

Our School's Christian Values

These core values guide our community:

- **Compassion** – We show care and kindness in our relationships and within the community.
- **Perseverance** – We demonstrate resilience and determination in the face of challenges.
- **Hope** – We maintain high aspirations and work to make a positive impact on the world.
- **Respect** – We interact with each other and our environment with consideration and dignity.
- **Joy** – We celebrate achievements and bring joy to those around us.

To uphold these principles, we establish clear expectations for behaviour across our school community, including **staff (through the staff code of conduct)**, **governors (through the governor code of conduct)**, and **pupils (through our behaviour policy)**.

This **Code of Conduct for Parents, Carers, and Visitors** provides guidelines on appropriate behaviour to ensure positive engagement with the school. The term **parents** includes:

- Anyone with **parental responsibility** for a pupil.
- Anyone **caring for a child**, such as grandparents or childminders.

2. Expectations of Parents, Carers, and Visitors

We expect all interactions with the school to be conducted with **courtesy, mutual respect, and in alignment with our school's ethos and values.**

To maintain a **positive and safe school environment**, we ask parents, carers, and visitors to:

- **Treat all staff, pupils, and members of the school community with respect**, setting a good example through speech and behaviour.
- **Respect the needs and well-being of staff and pupils**, recognising that resolving issues may take time.
- **Follow the school's Complaints Procedure** when raising concerns.
- **Seek a peaceful resolution to issues** by raising them with the appropriate member of staff in a timely and constructive manner.
- **Encourage and support positive behaviour** in their own children (or those in their care) to prevent conflict, aggression, or unsafe conduct.
- **Recognise that school staff work under time constraints** and allow reasonable time for responses to concerns.

3. Unacceptable Behaviour

While open and constructive dialogue is encouraged, **certain behaviours are considered unacceptable and will not be tolerated:**

- **Aggressive or threatening behaviour**, including shouting, intimidation, or the use of aggressive gestures (e.g. finger-pointing, shaking fists).
- **Verbal or physical abuse**, including swearing, hitting, kicking, pushing, spitting, or any form of violence.
- **Harassment or intimidation**, whether in person, over the phone, or via digital communication (e.g. texts, emails, social media).
- **Disrupting or threatening to disrupt school operations**, including school events and sports team matches.
- **Making or posting defamatory, offensive, or derogatory comments** about the school, its staff, or its community, including on social media.
- **Sending abusive messages** to any member of the school community via text, email, or social media.
- **Using physical punishment on a child while on school premises.**
- **Engaging in aggressive behaviour (verbally or in writing) towards another child or adult.**

- **Attempting to discipline another person's child**—concerns about behaviour should be brought to a member of staff's attention.
- **Breaching the school's no mobile phone policy.**
- **Smoking or consuming alcohol on school premises**, unless alcohol has been specifically permitted for an event.
- **Possessing or using drugs**, including legal highs, on school premises.
- **Bringing dogs onto school premises**, except for guide or assistance dogs (unless permission has been granted for an event).
- **Breaching school security procedures.**

This list is not exhaustive, but **provides examples of behaviour that will not be accepted.** Anyone engaging in such conduct may be asked to leave the premises, and further action may be taken where necessary.

4. Persistent Complainants

We recognise the right of parents, carers, and the public to raise concerns. However, in some cases, individuals may **behave unreasonably and persistently**, causing distress and disruption.

A **persistent complainant** is someone who frequently raises issues in a manner that is unreasonable. This may include:

- **Obsessive, persistent, harassing, prolific, or repetitious actions.**
- **Excessive correspondence**, including an unreasonable number of emails or phone calls.
- **Misuse of Freedom of Information (FOI) requests**, using them excessively and unreasonably.
- **Unsubstantiated complaints** or demands for unrealistic or unreasonable outcomes.
- **Insistence on escalating issues beyond appropriate levels**, such as demanding to speak only with the headteacher, regardless of delegation procedures.
- **Refusing to accept outcomes**, repeatedly pursuing a complaint when the outcome is final and cannot be changed.
- **Expecting responses within unreasonable timeframes** and disregarding school processes.

Harassment

Harassment occurs when such actions:

- **Target specific staff members over a significant period.**
- **Cause ongoing distress to individual staff members.**
- **Have a significant adverse impact on parts or the entirety of the school community.**

- **Are pursued in a manner perceived as intimidating or oppressive**, where repeated demands, criticisms, or complaints—although minor in isolation—create a cumulative effect of undermining confidence, well-being, and health.

Managing Persistent Complainants

If a complainant's behaviour is deemed unreasonable or unacceptable, the school will:

1. **Issue a verbal warning**, advising them to modify their behaviour.
2. **Confirm this warning in writing** if the behaviour continues.
3. **Implement further action if necessary**, which may include:
 - Requiring all communication to be in writing.
 - Ensuring meetings include a second staff member and notes are taken.
 - Banning the individual from the school premises in cases of aggression (following legal advice).
 - Seeking legal action under anti-harassment or anti-social behaviour laws.
 - Appointing a designated third party to handle complaints.

Even if an individual is subject to this policy, **legitimate new complaints will still be considered**. If inappropriate behaviour resumes after a period of improvement, the school may reinstate restrictions at the appropriate level.

5. Breaching the Code of Conduct

If a parent, carer, or visitor breaches this code of conduct, the school will **gather relevant information** and speak to those involved. Depending on the severity of the incident, the school may:

- **Send a formal warning letter.**
- **Invite the parent to a meeting** with a senior staff member or the headteacher.
- **Contact relevant authorities** in cases of criminal behaviour.
- **Seek legal advice** regarding potential defamation, libel, or slander.
- **Ban the individual from the school site.**

The school will always respond proportionally, and the final decision rests with the **headteacher**, who will consult the **chair of governors** before implementing a ban.

