

# BURLINGTON JUNIOR, INFANT AND NURSERY SCHOOLS

**POLICY TITLE: Parents and Visitors Code of Conduct**

**Persons with Responsibility:** Su Yay-Walker

**Key Legislation:**

**Documents consulted:** Managing Unacceptable Behaviour on School Premises Policy  
Parents and Visitors Code of Conduct (The Key)

## Policy History:

Issue No.	Date	Author	Summary of Changes	Next Review Date
1	Aut 2024	SYW		Autumn 2027
2	Spring 2024	SYW	Amendments	Spring 2028
3	Summer 2025	SYW	Amendments - Abuse against school staff added	Summer 2028
4	Summer 2026	SYW	Updates - to include no mobile phones	Summer 2029

**Approved by Governors at a meeting on :** \_\_\_\_\_

**Please refer to signed minutes of this meeting**

## Equality Statement

We have carefully considered and analysed the impact of this policy on equality and the possible implications for our stakeholders with protected characteristics, as part of our commitment to meet the Public Sector Equality Duty (PSED) requirement to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations in our community.

## 1. Purpose and scope

At Burlington Junior, Infant and Nursery Schools, we believe it is important to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, staff and parents
- Model appropriate behaviour for our pupils at all times

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and pupils (through our behaviour policy).

This code of conduct aims to help the school work together with parents and visitors by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

## 2. Our expectations of parents, carers and visitors

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school
- Respect and adhere to the school's site safety rules including:
  - No photographs/recording children/staff
  - No mobiles phones/no mobile devices at drop off/pick up.
  - No scooting/cycling anywhere around the school site
  - Disposing of litter using bins provided
  - No climbing on school playground equipment before and after school
  - Not smoking or vaping anywhere on the school site at anytime
  - Not bringing any animals on to the school site, unless there is explicit permission
  - No nuts - including peanut butter
- Work together with staff in the best interests of our pupils
- Treat all members of the school community with respect – setting a good example with language and behaviour. All communication should be respectful and appropriate, this includes verbal and written communication.
- Seek a peaceful solution to all issues
- Correct and manage their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern

- Raising any complaints in line with the school's Complaints Policy (on the school website), and adhering to maintaining confidentiality in relation to this.

### **3. Behaviour that will not be tolerated**

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds, school trips, sports day, performances, summer fair etc)
- Swearing or using derogatory or offensive language, in verbal or written communication
- Displaying a temper, shouting at or using a raised voice at members of staff, pupils or other parents
- Threatening another member of the school community
- Sending abusive, derogatory or offensive messages to or about another member of the school community, including via text, WhatsApp, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms, e.g. FaceBook, WhatsApp etc.
- Use of physical punishment against your child. Any physical punishment will be investigated as part of our safeguarding duty.
- Any aggressive behaviour (including physically, verbally or in writing) towards another child or adult on school premises
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking/vaping or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Bringing dogs or other animals onto the school premises (other than assistance dogs) without explicit permission

### **4. Breaching the code of conduct**

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent
- Invite the parent in to school to meet with a senior member of staff or the headteacher
- Contact the appropriate authorities (e.g. the police in cases of criminal behaviour, Single Point of Access/social services in cases where there are safeguarding concerns)
- Seek advice from the local authority's legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site

The schools will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the headteacher.

The headteacher will inform the governors if a decision is made to ban a parent from the school site.

## **Abuse directed at school staff from parents/carers/visitors**

At Burlington Infant and Nursery School, we do not tolerate any form of abuse from parents/carers/visitors towards our staff. Whilst we recognise emotions can run high regarding the welfare of children we do not accept abuse of any kind. We acknowledge that sometimes misunderstandings can occur and invite parents to discuss concerns or queries in a polite and reasonable manner.

Abuse is defined as verbal or physical actions towards an individual and can take many forms, for example, shouting, swearing, emails, letters, texts, gossip, use of social media to make defamatory posts. We regard any form of repeated abuse as harassment and this will lead to the school taking more serious action. We believe that any form of abuse can put the relationship between home and school at risk and as such may have a detrimental effect on children.

We regard abuse in school, including that of a personal nature, as a form of bullying and as such do not tolerate such behaviour in our school community.

All staff are expected to be professional at all times during meetings with parents. Staff strive to resolve any incident or upset swiftly, with the best interests of the child a priority. If subject to verbal abuse from a parent, a member of staff may choose to either call upon a member of SLT for support or finish the conversation and remove themselves from the situation.

Staff subject to abuse from parents are asked to report the details of the situation to the Headteacher. Parents abusing staff will be asked to meet with the Headteacher whereby the situation will be thoroughly investigated. The findings of the investigation will be reported to the Governing Body.

Should the investigation uphold the view of the school, parents may be asked to apologise to staff to rectify the problem should this be deemed appropriate by the Governing Body. This may be undertaken verbally or in writing.

**The school reserves the right to ban parents from the school premises should abuse of staff occur. Communication will then be confined to telephone calls, letters and emails.**

Staff at Burlington Infant and Nursery School are committed professionals who endeavour to act in the best interest of every child in their care, within an open and trusting partnership with parents and carers.