



PARENT CODE OF CONDUCT

Date of Next Review: Summer 2024

Responsible Officer: CEO



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Statement of Intent

At Vision Academy Learning Trust, we strive to build a strong relationship with parents 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.

We create a welcoming and safe learning environment, and as such, 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 may result in individuals being removed from the premises.

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





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Introduction

We are all working in a spirit of partnership, allowing positive relationships in an atmosphere of mutual understanding. This Code of Conduct provides a reminder to all parents, carers and visitors to our schools/ academies about the conduct that is expected of them. It sets out both what they should aim to do, and how any inappropriate conduct will be addressed.

1. Expectations

We believe that working in partnership with our parents and carers gives children and young people the very best opportunities in life.

Our school expects parents/ visitors 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 and any other individuals connected to the school with dignity and respect.
- Refrain from interfering or threatening to interfere with any of the school/ academy's operation or activities anywhere on the school / academy premises
- Not approach another parent or student in order to discuss or reprimand them because of an issue between students – please talk to a member of staff to resolve any problems
- Work with School or Academy staff members to directly address and resolve any areas 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.
- Speak quietly and calmly, at all times. We ask that you don't use offensive, threatening or abusive language or display your temper and avoid using physical or verbal aggression towards another adult or child, including your own.
- Reflect on whether an email or using the telephone may be seen as abusive or threatening, before pressing send or making the call.
- Work together to promote the school / academy positively and avoid defamatory, offensive or derogatory comments regarding the school / academy





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or any of the students/parents/carers/staff at the school / academy on Facebook or other social media

- Be aware that smoking (including e-cigarettes), consuming alcohol, or taking illegal drugs on the school / academy premises is not permitted.
- Consider some children or students are worried by dogs. With this in mind we ask that you only bring dogs (except for registered assistance dogs) or other animals into the school / academy environment after prior agreement
- 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 may not drop-off or collect pupils wearing nightwear.
- Ensure their dress and appearance reflects that they are role models for pupils.
- Not take photographs with phones or other devices on School / Academy premises without permission from an appropriate member of staff to ensure that we keep all our children safe.
- Download the school/ academy's chosen communication App and respond to communication via this method. We believe that communication is key. And would appreciate your cooperation with this.

2. Inappropriate behaviour

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.

Parental 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
- Bullying, harassment or intimidation, including physical, verbal and sexual abuse offline and online
- Sending abusive or threatening messages, emails or other communications 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





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- 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 self-esteem
- Displaying disruptive or other inappropriate behaviour which interferes or threatens to interfere with any of the school's operations or activities
- Approaching another parent or pupil to discuss or reprimand them because of an issue between pupils
- 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, unless it has been authorised and supplied by the school
- Taking photographs or videos on the school premises without permission from the school
- Driving unsafely within the vicinity of the school

3. Managing inappropriate behaviour

Where the above expectations are not upheld, the initial response will involve a conversation with the parent/carer or visitor.

Generally, we expect a conversation to be sufficient to reinforce our expectations. However, where this is not sufficient to resolve the issue, the school / academy may have to unfortunately consider further action. We are keen to avoid this.

If a parent is behaving inappropriately, a report will be made to the head teacher/ head of school, or the most senior member of staff available in their absence, who will decide on the most appropriate course of action.

Parents who wish to raise concerns regarding another school parent's behaviour or conduct directly with their child's class teacher or the head teacher/ head of school and will not approach the parent themselves.

Instances of parents displaying inappropriate behaviour will be managed in a variety of ways, depending on the severity of the situation.

When a parent has behaved inappropriately, they will be invited to a meeting by the head teacher/ head of school to discuss their behaviour and to attempt to resolve the issue. Where this initial meeting is not sufficient to resolve the issue, the head teacher/ head of school, 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:





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- Barring the parent from the school premises
- Contacting the police
- Restricting the parent's channels of communication to the school, e.g. no longer allowing the parent to send emails to a staff member directly
- Reporting content the parent has posted online to the website's admin
- Referring the case to children's social care, where the behaviour indicates that the parent poses a risk to children
- Seeking legal redress through the courts

Any child protection and safeguarding concerns will be addressed in accordance with the school's Child Protection and Safeguarding Policy.

The school reserves the right to escort anyone off the premises who is displaying aggressive or disruptive behaviour. 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.

The police will be contacted where a parent is being violent or has committed assault, or where the event has caused harm to an individual.

If a parent 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.

If concerns are raised in relation to a parent's appearance or dress, personal factors will be taken into consideration, on a case-by-case basis, when addressing the concern.

If a parent persistently displays unacceptable and inappropriate behaviour, this may result in them being barred from the school premises, in line with [section 4](#) of this policy.

4. Communication and contact

Should conflict between students and/or families in the school / academy occur, we ask that parents and carers speak to school / academy staff (e.g. head of year or class teacher) rather than approaching the other student or parent directly or through social media to reprimand them.

- Email contact with staff is used in many schools/ academies as a way to support collaboration. Due to teaching commitments, responses are unlikely to be immediate.
- We ask that any public communication regarding the school/ academy (e.g. on social media) should be factual and not your opinion. If you have a concern about your child's school / academy, please contact the school / academy to enable a resolution to be found. If you are not able to resolve a concern, then please see the VALT Complaints and Concerns Policy.





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Inappropriate use of social network sites

we discourage parents from using social media platforms or other online systems to give negative comments regarding the school/ academy and ask you to communicate directly with us.

VALT considers the use of social media websites being used in this way as unacceptable and not in the best interests of students or the whole community. Please discuss any concerns you may have directly and privately with the school / academy in the first instance (as outlined in the VALT Complaints and Concerns Policy), so they can be dealt with fairly, appropriately and effectively for all concerned.

Defamatory posts

In the event that any student or parent/carer of a student being educated by VALT is found to be posting defamatory comments on social network sites, such as Facebook, they will be reported to the appropriate 'report abuse' section of the network site including comments that reference the Equality Act (2010) protected characteristics. It is likely that the police will also be informed. 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. Each School will also expect that any parent/carer or student removes such comments immediately.

Cyber bullying

We take very seriously the issue of cyber bullying by one child or a parent to publicly humiliate another by inappropriate social network entry. We will deal with this as a serious incident of school / academy bullying and/or child-on-child abuse. In serious cases the school / academy will also consider its legal options to deal with any such misuse of social networking and other sites.

5. Recording meetings

At Vision Academy Learning Trust we aim to be open and honest in our day to day lives. We encourage parents to follow this approach when visiting a school / academy. Electronic recordings of meetings or conversations are not permitted unless a complainant's own disability or special needs require it.

Prior knowledge and consent of all parties attending must be sought before meetings or conversations take place. Consent will be recorded in any minutes of the meeting taken.

Recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded are not acceptable. VALT encourages parents and staff to be open and honest about the recording of meetings. Any meeting held with parents that is recorded should ideally be agreed beforehand by all parties.





6. Barring from the school premises

The public has no automatic right of entry to our premises. Our schools / academies will therefore act to ensure they remain a safe place for students, staff and other members of their community.

The school/ academy has the right to bar a parent from the premises to keep the school community safe. If a parent is displaying inappropriate or concerning behaviour, they will be asked to leave the school / academy premises. Behaviour that could result in a parent 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.

In serious cases, the Head Teacher / Head of School can notify them in writing that their implied licence to be on school / academy premises has been temporarily revoked subject to any representations that the parent may wish to make to the Head Teacher / Head of School. Schools / academies will always give the parent the opportunity to formally express their views on the decision to bar in writing.

If a parent persistently or consistently behaves inappropriately on the school / academy site, or there is a one-off incident of extremely inappropriate behaviour, the school / academy reserves the right to bar this individual from the school / academy site.

The school / academy will either:

- Bar the parent temporarily, until the parent has had the opportunity to formally present their side.
- Inform the parent that they intend to bar them and invite them to present their side.

The head teacher / Head of School will send a letter to the parent, 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

The head teacher/ Head of School's decision to bar the parent will be reviewed by the chair of governors.

The chair of governors will take account of any representations made by the parent and decide whether to confirm or lift the bar. The parent will be notified in writing of the decision to uphold or lift the bar.

If the decision is confirmed, the parent will be notified in writing, explaining:

- How long the bar will be in place.
- When the decision will be reviewed.

Decisions to bar will be reviewed at the end of the agreed timescale, in line with the process outlined above. Following a review, the bar may be lifted or, if there are grounds for continued concern regarding the parent's conduct, it may be extended.





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Once the appeal process has been completed, parents that remain barred may be able to apply to the Civil Courts. If a parent wishes to exercise this option, they should seek independent legal advice.

See Appendix B for sample banning letters and letter from the CEO to uphold or dismiss the ban.

5. Monitoring and review

This document will be reviewed on an bi annual basis by the head teacher /Head of School and any changes made will be communicated to all parents and staff at the school.

The next scheduled review date for this document is June 2024.

All parents will be provided with a copy of this code of conduct upon their child's attendance at the school / academy, and are required to familiarise themselves with the procedures and guidelines outlined.





Appendix A: Parent Code of Conduct Agreement

[Distribute this document to parents with the Parent Code of Conduct at the start of term to confirm that they have read and understood the terms of the document.]

I _____ (name), parent of _____ (name of child), declare that I have received, read and understood the terms and conditions of this code of conduct.

I understand my obligations under this code of conduct and agree to comply fully with them. I will ensure that my conduct does not breach this code in any way, including not:

- Being abusive or threatening to any member of the school community.
- Dressing in an inappropriate manner.
- Behaving inappropriately or aggressively in any way.
- Being discriminatory towards any member of the school community.
- Trespassing on the school property.
- Smoking, drinking alcohol or taking any illegal or harmful substances on the school premises.
- Sending inappropriate, abusive or aggressive messages to school staff.
- Requesting to 'follow' or 'friend' school staff on social media.

Please return this slip to the **school office** as soon as possible.

Signed: _____

Date: _____





Appendix B: Letters for use in barring from the School / Academy premises

Letter 1 Warning (sent by Head Teacher / Head of School)

Special delivery

Dear

Vision Academy Learning Trust promotes working, learning and developing together. We believe that good relationships are at the heart of everything we do.

However, I have received a report about your conduct at the School / Academy on **(enter date and time)**. **(Add the expectation that was not adhered to and a factual summary of the incident and of its effect on staff, students and other parents.)**

I must inform you that Vision Academy Learning Trust will not tolerate conduct of this nature on its premises and will act to protect its students and staff. We aim to treat all those we are in contact with in a respectful manner, because anything else goes against our ethos and the way we work.

Therefore if, in the future, I receive any reports of conduct of this nature I will be forced to consider removing your licence to enter the school / academy grounds and buildings. If you do not comply with that instruction I will be able to arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

Nevertheless, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received about your conduct.

These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct. To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by **(state date ten working days from the date of letter)**.

Yours sincerely,

Head Teacher / Head of School
cc: CEO





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Letter 2: Withdraw permission pending review (sent by Head Teacher / Head of School)
Special delivery

Dear

Vision Academy Learning Trust promotes working, learning and developing together. We believe that good relationships are at the heart of everything we do.

However, I have received a report about your conduct on at.....

(Add the expectation that was not adhered to and a factual summary of the incident and of its effect on staff, students and other parents.)

(Optional reference to first letter from Head Teacher / Head of school)

I must inform you that we will not tolerate conduct of this nature on the school / academy premises and will act to defend school / academy staff and students. Vision Academy Learning Trust aims to treat all those we are in contact with in a respectful manner, because anything else goes against our ethos and the way we work.

I am therefore instructing you that until I have reviewed this incident, you are not to reappear on the school / academy 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; if convicted under this section, you are liable to a fine of £500.

The withdrawal of permission for you to enter the school / academy premises takes effect immediately and will be in place for 15 school days in the first instance.

In the case of a primary School include:

For the duration of this decision you may bring your son(s)/daughter(s) **(complete as appropriate)** to **school / academy** and collect them/him/her (delete as appropriate) at the end of the School day, but you must not go beyond the School gate.

In the case of EY/KS1 children, also insert

Arrangements have been made for your **(delete as appropriate)** son(s)/daughter(s) (insert child/rens names) to be collected, and returned to you, at the school / academy gate by a member of the school / academy's staff.

I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to your conduct on the school / academy site. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct.





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Your letter will enable me to take a decision on whether or not you will be allowed on the school / academy premises after the 15 days. Please send me any written comments you wish to make by **(date 10 WORKING 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

Head Teacher / Head of School
CC: CEO



CHANDLERS RIDGE
ACADEMY



JUNCTION FARM
PRIMARY SCHOOL



THE LINKS
PRIMARY SCHOOL



WHINSTONE
PRIMARY SCHOOL



EGGLESCLIFFE
SCHOOL



LAURENCE JACKSON
SCHOOL





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Letter 3a Withdrawal of permission confirmed (sent by the Head Teacher / Head of School)

Special delivery

Dear

Vision Academy Learning Trust promotes working, learning and developing together. We believe that good relationships are at the heart of everything we do. However, on I wrote to inform you that I had withdrawn permission for you to come onto the premises of **school / academy**

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

I have not received a written response from you/I have received a letter from you dated

....., the contents of which I have carefully considered.

In the circumstances, and after further consideration of the incident of poor conduct, I have determined that the decision to withdraw permission for you to come onto **school / academy** premises should be confirmed. I am therefore instructing that, until further notice, you are not to come onto the premises of the school / academy without my prior knowledge and approval.

If you do not comply with this instruction I shall arrange for you to be removed from the premises of the school / academy. If you cause a nuisance or disturbance on the premises, you may be prosecuted under Section 547 of the Education Act 1996; if convicted under this section, you are liable to a fine of up to £500.

Even though we have taken this decision, we remain committed to the education of your child/ren, who must continue to attend school/ academy as normal.

In the case of a primary School / academy include:

For the duration of this decision you may bring your son(s)/daughter(s) (**complete as appropriate**) to school and collect them/him/her (delete as appropriate) at the end of the school day, but you must not go beyond the school / academy gate.

In the case of EY/KS1 children, also insert

Arrangements have been made for your (**delete as appropriate**) son(s)/daughter(s) (insert child/rens' names) to be collected, and returned to you, at the School gate by a member of the school / academy's staff.

This decision will be reviewed again(**insert review date which should be within a reasonable period and no longer than six months**).

When deciding whether it will be necessary to extend the withdrawal of permission to come onto the school / academy premises, consideration will be given to the





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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 / academy in other respects.

Finally, I would advise you that your complaint is being considered under the appropriate stage of the Trust's complaints and concerns procedure. The school / academy will contact you about this in due course. **(delete as appropriate)**

Yours sincerely

Head Teacher / Head of School
CC: CEO



CHANDLERS RIDGE
ACADEMY



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PRIMARY SCHOOL



THE LINKS
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Letter 3b Restore permission after review (sent by the CEO)

Special delivery

Dear

Vision Academy Learning Trust promotes working, learning and developing together. We believe that good relationships are at the heart of everything we do.

On Mrs/Miss/Mr/Mx(Head Teacher / Head of School's name) wrote to inform you that he/she had temporarily withdrawn permission for you to come onto the premises of Vision Academy Learning Trust

School.....

To enable her/him to determine whether to confirm this decision for a longer period. You were given the opportunity to give your written comments on the incident concerned by

We have not received a written response from you/I have received a letter from you dated

....., the contents of which I have carefully considered.

In the circumstances, I have decided that it is not necessary to confirm the decision and I am therefore restoring to you permission to come onto the school / academy premises, with immediate effect.

(Optional) I must warn you, however, that if it should become necessary in the future, I shall not hesitate to withdraw permission for you to come onto the school / academy premises once again.

Yours sincerely

CEO

CC: Head Teacher / Head of School





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Letter 4a Continue ban after second review (sent by the CEO)

Special delivery

Dear

Vision Academy Learning Trust promotes working, learning and developing together. We believe that good relationships are at the heart of everything we do.

On Mrs/Miss/Mr/Mx(Head Teacher / Head of School's name) wrote to inform you that he/she had temporarily withdrawn permission for you to come onto the premises of **school / academy**.

To enable her/him to determine whether to confirm this decision for a longer period. You were given the opportunity to give your written comments on the incident concerned by

We have not received a written response from you/I have received a letter from you dated, the contents of which I have carefully considered.

You were also advised that we would take steps to review this decision by

I have now completed the review. However, I have determined that it is not yet appropriate for me to withdraw my decision. **(Add brief summary of reasons).**

I therefore advise that the instruction that you are not to come onto the premises of **school / academy** without my prior knowledge and approval remains in place (insert date)

If you do not comply with this instruction I shall arrange for you to be removed from the premises and you may be prosecuted under section 547 of the Education Act 1996; if convicted under this section, you are liable to a fine of up to £500.

I shall undertake a further review of this decision by**(insert review date which should be within a reasonable period and no longer than six months).**

In the meantime you can write to me with a statement of your views, which I will consider.

Yours sincerely

Head Teacher / Head of School
CC: CEO





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Letter 4b Restore permission after later review (sent by the Head Teacher / Head of School)

Special delivery

Dear

Vision Academy Learning Trust promotes working, learning and developing together. We believe that good relationships are at the heart of everything we do.

I wrote to you on confirming that permission for you to come onto the premises of **School / academy** had been withdrawn until further notice. I also advised you I would take steps to review this decision by

I have now completed the review. I have decided that it is now appropriate to restore permission for you to come onto the **school / academy** premises with immediate effect.

I trust that you will now work together with the **school / academy** and there will be no further difficulties of the kind which made it necessary to restrict your access to the School premises.

(Optional) I must warn you, however, that if it should become necessary in the future I shall not hesitate to withdraw permission for you to come onto the **school / academy** premises once again.

Yours sincerely

Head Teacher / Head of School

cc: CEO

