

Castle Hill Primary School

Parent Code of Conduct

Name of Responsible Manager/Headteacher:	Mr John DF Martin/Ms R Willmouth
Policy Owner:	Miss N Harding
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Contents

1. Purpose and scope.....	1
2. Our expectations of parents and carers	2
3. Behaviour that will not be tolerated.....	2
4. Breaching the Parent Code of Conduct.....	2
Monitoring and Review	4
Appendix 1: Model letters	5
Initial warning letter from the headteacher	5
Letter banning a parent from the school site	6

1. Purpose and scope

At Castle Hill Primary, 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 our motto of 'Manners Matter' through 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 school community. This includes our Staff Code of Conduct and for pupils our Behaviour Policy and Anti Bullying Policy.

This Parent Code of Conduct aims to help the school and parents work together 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 and carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school and model Manners Matter
- Work together with staff in the best interests of our pupils
- Treat all members of the school community with respect – setting a good example through the language used and behaviour demonstrated whilst on our school site
- Seek a peaceful solution to all issues
- Correct 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

3. Behaviour that will not be tolerated

The behaviours we have listed **apply to adults on the school site but also at or near the perimeter fences where our pupils are being dropped and collected.**

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing or using offensive language (in person or through text, email, social media or Dojo)
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email, Dojo or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Personal communications from the school to parents on social media platforms
- Use of physical punishment against your child whilst on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- 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)

4. Breaching the Parent Code of Conduct

If the school suspects or becomes aware that a parent may have breached this 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 information gathered, the school will act as outlined below.

4.1 Informal Actions

For initial or less severe breaches, the school may:

- Warning Letter: Send a formal warning letter to the parent outlining the breach and expected future conduct.
- Meeting: Invite the parent into school to meet with a senior member of staff or the Headteacher to discuss the incident and find a cooperative way forward.

4.2 Formal Actions

For more serious, persistent, or criminal breaches, the school may:

- Contact Authorities: Contact the police or appropriate authorities in cases of criminal or threatening behaviour.
- Legal Advice: Seek advice from the Hampshire Legal Team regarding further action, particularly in cases involving libellous or slanderous conduct.

4.3 Banning from the School Site

In extreme cases, a parent may be banned from the school premises.

- The Headteacher will consult with the Chair of Governors before a ban is issued.
- The parent will be notified in writing, specifying the duration of the ban (temporary or permanent).
- Failure to comply with a ban may result in removal from the grounds and prosecution under Section 547 of the Education Act 1996.

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

The Headteacher will always consult the chair of governors before banning a parent from the school site.

5. Appeals Process

Parents have the right to appeal decisions made regarding formal sanctions or site bans.

- Submission: Appeals must be made in writing to the Chair of Governors within 10 school days of the decision notice.
- Review: The Governing Body will review the evidence and the proportionality of the Headteacher's decision.
- Outcome: The parent will be notified of the final decision in writing. Existing bans remain in place during the appeal process.

6. Physical Conduct and Staff Wellbeing

- Castle Hill Primary School is committed to the safety and wellbeing of its workforce.
- Zero Tolerance: Any physical aggression or conduct that causes staff to feel threatened or intimidated will not be tolerated.
- Reporting: Staff members who experience or witness such behaviour are required to report the incident immediately to the Senior Leadership Team (SLT).
- Support: SLT will document the incident and provide support to the staff member in accordance with the school's Staff Wellbeing Policy.
- Consequences: Physical threats against staff will result in immediate formal action, which may include a site ban and police involvement.

Monitoring and Review

The headteacher monitors the implementation of this policy and will review every 2 years. Any breaches of the Parent Code of Conduct will be reported to the Governing Body.

This policy will be reviewed by the governing body.

Appendix 1:

Model letter: Initial warning letter from the headteacher

Dear [parent name],

I have received a report about your conduct on [time and date].

[Summary of incident, including location, and the effect on staff, pupils and other parents.]

If the incident is minor, add:

This behaviour is not in keeping with our parent code of conduct. [Please find a copy attached to this letter.]

If the incident is more serious, add:

As written in our parent code of conduct, we do not tolerate this kind of behaviour in our school. [Please find a copy attached to this letter.]

We believe that all staff, pupils and parents are entitled to a safe, respectful and inclusive environment, and that parents are as responsible for creating this environment as are the school staff.

Continue with:

Further breaches of the code of conduct may result in a ban from the school premises.

If you want to invite the parent in for a meeting, add:

We would like to invite you in to school to discuss this incident, and how we can work together to prevent similar issues in the future.

Please contact the school office on [phone number] to book an appointment.

Yours sincerely

Mr John DF Martin
Executive Headteacher

Model letter: Letter banning a parent from the school site

Dear [parent name],

I am writing to inform you that, after consultation with the chair of governors, I am banning you from the school site until [date].

You can also choose to ban a parent permanently. In that case, amend the sentence above.

Despite previous correspondence and conversations about your conduct, there have been further breaches of our parent code of conduct.

[Include details of the incidents, including dates, locations and effects on staff/pupils/other parents for every relevant incident.]

If you wish to appeal this decision, you may do so in writing to the Chair of Governors within 10 school days of the date of this letter. Your appeal should clearly state the grounds on which you are contesting the ban. Please be advised that the ban will remain in effect while the Governing Body reviews the appeal.

If you do not comply with the ban, I will arrange for you to be removed from the grounds and you may be prosecuted under Section 547 of the Education Act 1996.

If you would like to raise a complaint, you can do so using the school's complaints procedures, which are available on our website.

Yours sincerely

John DF Martin
Executive Headteacher