



Parental Conduct Policy 2026

1. COMPLIANCE

- 1.1 This document has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:
 - 1.1.1 Education Act 2011
 - 1.1.2 Education Act 1996
 - 1.1.3 Children Act 2004
 - 1.1.4 Department for Education 'Keeping children Safe in Education'
 - 1.1.5 Department for Education 'Controlling access to school premises' 2018
 - 1.1.6 Protection from Harassment Act 1997
- 1.2 This document operates in conjunction with the following school policies:
 - 1.2.1 Complaints Procedure
 - 1.2.2 Child Protection and Safeguarding Policy
 - 1.2.3 Any other applicable policies within the school framework e.g. Smoke-free Policy; Drug and Alcohol Policy.

2. PURPOSE AND SCOPE

- 2.1 At Northbrook Primary Academy, 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 reach their full potential. For these reasons we continue to welcome and encourage parents and carers to participate fully in the life of our school.
- 2.2 To encourage a welcoming and safe learning environment for all pupils, the school has rules regarding behaviour and conduct which all members of our community are expected to act in accordance with. This includes staff (through the staff code of conduct) and pupils (through the behaviour policy).
- 2.3 All members of our school community have the right to work without fear of violence, abuse or intimidation; 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.

2.4 This Code of Conduct aims to foster the relationship between the school and parents by setting guidelines on appropriate behaviour.

2.5 While we primarily refer to 'parents' this policy equally applies to:

- 2.5.1 anyone with parental responsibility for a pupil
- 2.5.2 anyone caring for a child (such as grandparents or child-minders)
- 2.5.3 any other visitors to the school premises

3. OUR EXPECTATIONS OF PARENTS

3.1 The school expects parents to:

- 3.1.1 act in accordance with the Code of Conduct at all times
- 3.1.2 support and reflect the school's ethos and values through their behaviour
- 3.1.3 set a good example to pupils through their behaviour and the way they interact with staff, pupils and other adults
- 3.1.4 work together with staff members in the best interests of our pupils
- 3.1.5 treat all governors, staff members, pupils, other parents and any members of the school community with dignity and respect
- 3.1.6 address their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- 3.1.7 not act in a way which seeks to deliberately circumvent the role of the school in managing behaviour of pupils
- 3.1.8 respect the school's property and environment; and
- 3.1.9 approach the school should they have any concerns that they wish to discuss. This should precede use of the complaints policy wherever possible.

3.2 Whilst it would never be the case that the school would sanction a pupil for the behaviour of their parent, we must make clear that when a pupil refuses to follow the school rules, reasonable instructions of staff or requirements of policies on the basis of a parental instruction, that pupil will be subject to the terms of the school's behaviour policy.

4. INAPPROPRIATE BEHAVIOUR

4.1 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.

4.2 Parental behaviour that the school does not tolerate includes, but is not limited to, the following:

- 4.2.1 using foul, abusive or offensive language
- 4.2.2 disrupting or threatening to disrupt school operations (including events on the school grounds and sports team matches)
- 4.2.3 making racist or sexual comments
- 4.2.4 using aggressive hand gestures
- 4.2.5 discriminating against any member of the school community, including pupils, staff, governors and other parents
- 4.2.6 bullying, harassment or intimidation, including physical, verbal and sexual abuse offline and online
- 4.2.7 trespassing on school property without prior permission
- 4.2.8 causing intentional damage to school property
- 4.2.9 sending threatening or abusive messages to another member of the school community or the school, including via text, email or social media
- 4.2.10 posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- 4.2.11 approaching another parent or pupil to discuss or reprimand them because of an issue between pupils
- 4.2.12 smoking on school premises
- 4.2.13 drinking alcohol on school premises

5. BREACHING THE POLICY

5.1 If the school suspects, or becomes aware of a breach of this policy, the school will review and take appropriate action.

5.2 A breach of this policy will be managed appropriately, the action taken is dependent on the severity of the situation.

- 5.3 The school expect a conversation to be sufficient to reinforce our expectations.
- 5.4 Where this conversation is not sufficient to resolve the issue, the school will consider further action.
- 5.5 The action the school may take includes, but is not limited to, the following:
- 5.5.1 send a warning letter to the parent
 - 5.5.2 invite the parent(s) involved to meet with a senior member of staff or the headteacher
 - 5.5.3 restricting channels of communication to the school such as no longer allowing a parent to contact a member of staff directly
 - 5.5.4 contact appropriate authorities, including the Police and social services
 - 5.5.5 Seek legal advice regarding further action (in cases of conduct that may be defamatory or harassment)
 - 5.5.6 Ban the parent(s) from the school premises
- 5.6 Any child protection and safeguarding concerns will be addressed in accordance with the school's Safeguarding and Child Protection policy

6. BANNING FROM PREMISES

- 6.1 The school reserves the right to bar an individual from the premises where the individual displays aggressive, abusive or insulting behaviour or language which, in the school's reasonable opinion, constitutes a risk to pupils or staff.
- 6.2 The school will inform an individual, in writing, of the intention to bar an individual. In some cases when behaviour has, in the absolute discretion of the school, been so serious that an immediate ban is warranted there will be no expectation of a warning first.
- 6.3 If a ban is issued, a written communication will confirm the decision taken, the period of time the ban from the premises is in place and the means by which the parent can ask for the decision to be reviewed. For the avoidance of doubt, a ban will not be suspended during any period between a review being requested and being undertaken.
- 6.4 The parent will be allowed to make written representations about any ban than is imposed before the decision is reviewed.
- 6.5 A ban implemented by the school will be subject to a review within a timescale which the school deems reasonable.

7. REMOVING INDIVIDUALS FROM PREMISES

- 7.1 Under Section 547 of the Education Act 1996, it is a criminal offence for a person who is on school premises without legal permission to cause or permit a nuisance or disturbance.
- 7.2 Any entry onto the premises in contravention of a ban issued by the school under Clause 6 will be committing an offence under section 547 of the Education Act 1996.
- 7.3 If the school has reasonable grounds to suspect that someone will or has committed an offence, then that person can be removed from the school by a police officer or a person authorised by the appropriate authority.

8. COMMUNICATING WITH THE SCHOOL/ACADEMY

- 8.1 When communicating with the school via email, text, or any other means, parents must:
- 8.1.1 always use respectful and courteous language.
 - 8.1.2 make every reasonable effort to address communications to the appropriate member of staff in the first instance.
 - 8.1.3 respond to school communications promptly to ensure effective collaboration.
- 8.2 Any communication that is considered disrespectful, abusive or threatening will not be tolerated by the school.
- 8.3 The school accept that there may be matters which warrant an expression of dissatisfaction, but this should be addressed appropriately via the complaints policy.
- 8.4 The school has a right to seek redress under the Malicious Communications Act 1988, where a parent who sends an electronic communication which is indecent or grossly offensive, threatening, or false, and intends to cause distress or anxiety to a member of the school community.
- 8.5 The school may pursue legal remedies under the Protection from Harassment Act 1997 where an individual's behaviour amounts to a course of conduct which causes another alarm or distress.

9. USE OF SOCIAL MEDIA

- 9.1 The school does not tolerate the use of social media, whether public or private, to fuel campaigns and to voice complaints against the school, members of staff, other parents or pupils. Those with legitimate complaints can utilise the school complaints policy.
- 9.2 The school considers the following online activity as inappropriate including, but not limited to:
- 9.2.1 identifying or posting images of children

- 9.2.2 abusive or personal comments about staff, governors, children, or other parents
- 9.2.3 bringing the school in disrepute
- 9.2.4 posting defamatory or libellous comments
- 9.2.5 publicly challenging school policies or discuss issues about individual members of the school community
- 9.2.6 posting content containing confidential information regarding the school or any members of the school community
- 9.2.7 contacting school employees through social media
- 9.2.8 creating or joining private groups that victimise or harass

9.3 Breaches of this policy will be taken seriously by the school and, in the event of illegal, defamatory or discriminatory content, breaches could amount to prosecution.

9.4 Parents are advised not to post anonymously or under an alias to evade the guidance in this policy.

10. Document Control

This is an Endeavour Learning Trust wide policy customised to the needs of the individual academies in the Trust. It is reviewed regularly by Executive Leaders.