



Rye College Policy

Policy Title:	Parent, Carer and Visitor Code of Conduct
Leadership Responsibility:	Head of College
Review Body:	Executive Headteacher
Date:	March 2021
Review:	March 2022

Statement of intent

Rye College encourages close links with our families and community. We believe students benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others visiting our premises are keen to work with us and are supportive. However, on the rare occasions when a negative attitude is expressed, this can result in aggression, verbal and or physical abuse towards colleagues or the wider school community.

The College and the Aquinas Church of England Education Trust (the Trust), of which the College is a part, expects and requires colleagues to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all colleagues have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self-defence.

The Trust and the College expects parents, carers and other visitors to behave in a reasonable way towards colleagues. This policy outlines the steps that will be taken where behaviour is unacceptable.

Legal framework

This document has due regard to all relevant legislation including, but not limited to, the following:

- Education Act 2011;
- Education Act 1996;
- Children Act 2004.

This document has due regard to statutory and best practice guidance, including, but not limited to, the following:

- DfE (2020) 'Keeping children safe in education';
- DfE (2018) 'Controlling access to school premises'.

This document operates in conjunction with the following policies:

- Complaints Policy;
- Child Protection Policy;
- Health and Safety Policy.



Expectations

Our College expects parents, carers and visitors to:

- Act in accordance with this code of conduct at all times;
- Support and reflect the College's ethos and values through their behaviour;
- Set a good example to students through their behaviour and the way they interact with colleagues, students and other adults;
- Work together with colleagues for the benefit of their child;
- Treat all colleagues, students, other parents, carers and any other individuals connected to the College with dignity and respect;
- Work with colleagues to resolve any issues of concern;
- Where appropriate, clarify their child's version of events with the College to bring about a peaceful solution to any issue;
- Correct their child's behaviour appropriately, particularly on the College grounds where it could otherwise lead to conflict or aggressive or unsafe behaviour;
- Respect the College's property and environment by keeping it clean and tidy;
- Follow the parking rules and procedures for dropping-off and collecting students from college;
- Dress in an appropriate manner when on the premises and attending events;
- Parents may not drop-off or collect students wearing nightwear;
- Ensure their dress and appearance reflects that they are role models for students.

Policies and procedures

Parents, carers and visitors are required to act in accordance with all relevant policies and procedures at all times including, but not limited to, the following:

- CCTV;
- Health and Safety.

Parents and carers can request copies of all relevant policies and procedures from the office.

Inappropriate behaviour

The College takes instances of inappropriate behaviour very seriously and will not tolerate any circumstances that may make students, colleagues and other members of our community feel threatened.

Parental or visitor behaviour the College 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 our community, including students, colleagues, trustees, advisors and other parents or carers;
- 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 our community;
- Trespassing on College property without prior permission or implied licence;
- Causing intentional damage to College property;
- Breaching the College's security procedures;
- Using physical violence on the premises or on a member of our community, e.g. hitting, slapping, punching, kicking and pushing;
- Physically intimidating an individual;
- Partaking in unnecessary physical contact with an individual;
- Writing or posting abusive, offensive or defamatory comments about an individual or the College, including on social media;
- Posting content on social media that is damaging to the College's reputation;
- Sending colleagues aggressive emails or other communications;
- Psychologically harassing any member of our 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 College's operations or activities;
- Approaching another parent or student to discuss or reprimand them because of an issue between students;
- Threatening any member of our community in any way;
- Arriving on the premises partially clothed;
- Smoking on the premises;
- Taking illegal or harmful drugs while on the premises;
- Drinking alcohol on the premises, unless it has been authorised by the College;
- Taking photographs or videos on the premises without permission from the College;
- Driving unsafely within the vicinity of the College.

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Unacceptable behaviour may result in the trust, local authority and the Police being informed of the incident.

Managing inappropriate behaviour

If a parent, carer or visitor is behaving inappropriately, a report will be made to the Headteacher (references to Headteacher includes references to Executive Headteacher or Head of College as appropriate), or the most senior colleague available in their absence, who will decide on the most appropriate course of action.

Parents will raise concerns regarding another parent's behaviour or conduct directly with their child's class teacher or the Headteacher and will not approach the parent themselves.

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

When a parent, carer or visitor has behaved inappropriately, they will be invited to a meeting by the Headteacher to discuss their behaviour and to attempt to resolve the issue.



Where this initial meeting is not sufficient to resolve the issue, the Headteacher, in collaboration with other colleagues and relevant agencies, will consider what further action may be required. This action, depending on the situation, could include the following:

- Barring the parent, carer or visitor from the premises;
- Contacting the Police and/or local authority;
- Seeking legal redress through the courts;
- Restricting the parent, carer or visitor's channels of communication to the College, e.g. no longer allowing the parent, carer or visitor to send emails to a colleague directly;
- Reporting content, the parent, carer or visitor has posted online, to the website's admin;
- Referring the case to Children's Social Care, where the behaviour indicates the parent, carer or visitor poses a risk to children.

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

The College 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, carer or visitor is being violent or has committed assault, or where the event has caused harm to an individual.

If a parent, carer or visitor 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, carer or visitor's appearance or dress, personal factors will be taken into consideration, on a case-by-case basis, when addressing the concern.

If a parent, carer or visitor persistently displays unacceptable and inappropriate behaviour, this may result in them being barred from the premises, in line with this policy.

Barring from the premises

The College has the right to bar a parent, carer or visitor from the premises to keep our community safe.

If a parent, carer or visitor is displaying inappropriate or concerning behaviour, they will be asked to leave the premises.

Behaviour that could result in a parent, carer or visitor being asked to leave the premises includes aggressive, abusive or insulting behaviour or language that is a risk to colleagues or students, or behaviour that is making colleagues or students feel threatened.

If a parent, carer or visitor persistently or consistently behaves inappropriately on the premises, or there is a one-off incident of extremely inappropriate behaviour, the College reserves the right to bar this individual from the premises.



The College will either:

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

The Investigating Officer will send a letter to the parent, carer or visitor, 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 using the Complaints Policy within 10 working days.

In such as case, the decision to bar a parent, carer or visitor will be reviewed by the Headteacher.

The Headteacher will take account of any representations made by the parent, carer or visitor and decide whether to confirm or lift the bar.

The parent, carer or visitor will be notified in writing of the decision to uphold or lift the bar.

If the decision is confirmed, the parent, carer or visitor 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.

Monitoring and review

This policy will be reviewed on an annual basis by the Headteacher and any changes made will be communicated to all parents, carers and colleagues.

February 2019 BBL

December 2020 BBL

March 2021 BBL



DATA PROTECTION

Rye College [The Academy] processes personal data in accordance with the data protection principles embodied in the General Data Protection Regulations (GDPR) and the Data Protection Act 2018. The Academy complies with the requirements of the data protection legislation as detailed in the Trust Data Protection Policy.

All colleagues are aware of the principles of data protection and will not process personal data unless necessary. The Academy safeguards the personal data it collects through the operation of the Trust's data protection policy and processes and the IT policy. In addition, the Academy has taken steps to ensure that all its contracts that process data have the GDPR compliant provisions.