



Parent and Visitor Conduct Policy
Holmer Lake Primary School
2023-2026

Policy- Document Status			
Date of Policy Creation	Autumn 2023	Named Responsibility	Headteacher Mrs H Kumar
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Introduction

We are very fortunate to have a supportive and friendly parent body. Our parents recognise that educating children is a process that involves partnership between parents, class teachers and the school community. As a partnership, our parents/carers will understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our school.

Purpose and Scope

The purpose of this policy is to provide a reminder to all parents, carers and visitors to our school about the expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding. Where possible, school staff will meet with parents/carers or visitors to try achieve an outcome suitable for all.

Guidance

We expect parents, carers and visitors to:

- Respect the caring ethos and values of our school.
- Understand that both teachers and parents need to work together for the benefit of their children.
- Demonstrate that **all** members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour.
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue.
- Correct their own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Approach the school in a calm manner to help resolve any issues of concern.
- Avoid using staff as threats to admonish children's behaviour.

In order to support a peaceful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the school grounds including team matches.
- Use of racial abuse or racial slurs.
- Using loud/or offensive language, swearing, cursing, using profane language or displaying temper.
- Threatening to do actual bodily harm to a member of school staff, governor, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying school property.
- Abusive or threatening e-mails or text/voicemail/phone messages or other written communication
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parent/staff, at the school on Facebook or other social sites (see Appendix 1). Any concerns you may have about the school must be made through the appropriate channels by speaking to the class teacher, senior leaders, headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned. See our complaints policy for further information.
- The use of physical aggression towards another adult or child.
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Smoking and consumption of alcohol or other drugs whilst on school property.

- Dogs being brought on to school premises.

Should **any** of the above behaviour occur on school premises the school may feel it is necessary to contact the appropriate authorities and if necessary, even ban the offending adult from entering the school grounds. We trust that parents and carers will assist our school with the implementation of this policy and we thank you for your continuing support of the school.

Process of Revocation of Parental Licence to Enter School.

It should be noted that if the headteacher deems the misconduct to be serious in nature, she/he could ban the parent from the site with immediate effect.

- Discussion:
If the school has concerns connected to the conduct of parents on site, the headteacher will try in the first instance to discuss the concerns with the parent, informally and highlight what is not acceptable and work in partnership to rectify the issues.
- Warning letter:
If further concerns are apparent, the headteacher will issue a warning letter again highlighting the concerns and stipulating the requirements in the future. This letter will give the person concerned a formal opportunity to express their views.
- Intent to revoke parental licence to enter school:
(It should be noted that the headteacher could ban the parent with immediate effect if she/he feels it is appropriate to do so.) The school will give notice of intent, invite the parent to make representations within a certain deadline and then decide whether or not to bar. Any bar should be subject to review within a reasonable timescale to be stated by the school.
- Revoke parental licence to enter school:
If there are continuing concerns, and in extremely rare circumstances, the headteacher may revoke the parent's licence to come on to school property. The bar, if immediate, will be provisional until parents have been given the opportunity to make formal representations. The bar will then be confirmed, reduced or removed.

It should be noted that consideration will be given to representations made, and then it will be determined whether to continue the ban, and for how long, and to convey that decision to the parent/carers in writing.

If a ban goes ahead, notification of this will be given via a letter and will again give the parent the opportunity to meet the headteacher to discuss ways forward. Notification will be made to the Local Authority.

If a parent/carer feels that they would like to question the decision of the headteacher, an appeal can be made to the Governors' Appeals Committee with details of the grounds upon which the appeal is based. The clerk to the committee will arrange a committee meeting within 2 school working weeks of the receipt of the appeal. The parent/carer will be given reasonable notice of the date.

Appendix 1: Inappropriate use of Social Network Site.

Social media websites are being used increasingly to fuel campaigns and complaints against schools, headteachers, school staff, and in some cases other parents/pupils. The Governors consider the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, senior leaders, the headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned. Please see the school's complaints policy for further details.

In the event that any pupil or parent/carer of a child/ren being educated in the school is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. 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. The school will also expect that any parent/carer or pupil removes such comments immediately.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly is the issue of cyber bullying and the use by one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying. Thankfully such incidents are extremely rare.

We would expect that parents would make all persons responsible for collecting children aware of this policy.

Persons Causing Nuisance / Disturbance on School Premises.

Section 547 of the Education Act 1996

School premises are private property and parents have been granted permission from the school to be on school premises. However, in case of abuse or threats to staff, pupils or other parents, school may ban parents from entering school.

It is also an offence under section 547 of the Education Act 1996 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned.

School is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school.