



Benwick Primary School

Parent/Carer Conduct Expectations

Rationale

At Benwick Primary School, we pride ourselves on high-quality of home-school relationships. In order to achieve the best outcomes for all of our students, we need to work effectively in partnership with parents and carers.

To create a welcoming and safe learning environment, we have put together in this document a specifically designed set of expectations and commitments regarding behaviour and conduct which parents/carers 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, students or other parents may result in individuals being removed from the premises.

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

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 (2024) 'Keeping children safe in education'
- DfE (2018) 'Controlling access to the school premises'

This document operates in conjunction with the following school policies:

- Complaints Policy
- Acceptable Use Policy
- Safeguarding Policy (inc. Child Protection)

Expectations

Our school expects our parents to:

- Support and reflect the school's ethos and values through your behaviour.
- Set a good example to students through your behaviour and the way you interact with staff, students and other adults.
- Work together with staff for the benefit of your child.
- Treat all governors, staff members, students, other parents and any other individuals connected to the school with dignity and respect.
- Work with staff members to resolve any issues of concern.
- Where appropriate, clarify your child's version of events with the school to bring about a peaceful solution to any issue.
- Respect and support the decisions made by the school.
- Support the school and your child to modify change or correct their behaviour appropriately, particularly where it could otherwise lead to conflict or aggressive or unsafe behaviour.
- Respect the school's property and environment.
- Follow the school's rules and procedures for dropping-off and collecting students from school.
- Ensure your dress and appearance reflects that expected of staff and students in school – especially when on the school premises and attending school events.

School policies and procedures

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

- Photograph and Video regulations
- Safeguarding Policy (inc. Child Protection)

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

Parental/Carer 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 students, 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 or verbally intimidating an individual.
- 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 student to discuss or reprimand them because of an issue between students.
- 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.

Managing inappropriate behaviour

If a parent is behaving inappropriately, a report will be made to the headteacher, or the most senior member of staff available in their absence, who will decide on the most appropriate course of action. Where the inappropriate behaviour is directed towards the headteacher, a report will be made to the Chair of Governors.

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 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 staff and relevant agencies, will consider what further action may be required. This action, depending on the situation, could include the following:

- Barring the parent from the school premises
 - Halting a meeting and re-scheduling allowing time to reflect
- Contacting the police.
- Seeking legal redress through the courts.
- Restricting the parent's channels of communication to the school, e.g. no longer allowing the parent to send messages to a staff member directly.
- Reporting content the parent has posted online to the social media provider/website's administration or to the police.

- Referring the case to children's social care, where the behaviour indicates that the parent poses a risk to children.

NB. Any child protection and safeguarding concerns will be addressed in accordance with the Safeguarding Policy.

As a school, we reserve 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 – see next section.

Barring from the school premises

The school 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 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 students, or behaviour that is making staff or students feel threatened.

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

The school 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 headteacher will send a letter to the parent, informing them of the following

information:

- o Why they have been temporarily barred or face a bar
- o 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
- o 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 headteacher'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.

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.

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