



Model parent code of conduct for schools and colleges

This Code of Conduct is an unsigned agreement between the Parents, Carers, Visitors and Netherhall Learning Campus.

As a partnership, we are all aware of the importance of good working relationships and all recognise the importance of these relationships to equip our children with the necessary skills for their education.

Purpose and scope

The purpose of this code of conduct is to provide the expectations around the conduct of all parents, carers and visitors connected to our school. It aims to clarify the types of behaviour that will not be tolerated and seek parental agreement to these expectations. The code of conduct also sets out the actions the school can take, should this code be ignored or where breaches occur. We are committed to constructively resolving difficulties, through an open and positive dialogue. However, we understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships. Where issues arise or misconceptions take place, please contact your child's teacher or the Head of school, who will be available to meet with you and go through the issue and hopefully resolve it. Where issues remain unresolved, please follow the school's complaints procedure. This is available on the school website, or a copy can be requested from the school office.

Our expectations of parents and carers:

We expect parents, carers, and other visitors too:

- Respect the ethos, vision, and values of our school
- Work together with staff in the best interests of our pupils and students
- Understand that both teachers and parents need to work together for the benefit of their children
- Maintain reasonable expectations for staff response to general communications

- Avoid using staff as threats to admonish children's behaviour
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful and reasonable solution to all issues
- Seek to clarify a child's version of events with the school's view to bring about a peaceful solution to any issue
- 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 your class teacher in the first instance to help resolve any issues of concern, following up if an appropriate response has not been received

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 any of the school's normal operations or activities anywhere on the school premises
- Any inappropriate behaviour on the school premises
- Using loud or offensive language or displaying temper
- Threatening in any way, a member of staff, visitor, fellow parent/carers, or child
- Damaging or destroying school property
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the school community
- Defamatory, offensive, or derogatory comments regarding the school or any of the pupils/parents/staff/governors at the school on Facebook or other social media sites
- The use of physical, verbal, or written aggression towards another adult or child. This includes physical punishment of your child on school premises
- Approaching someone else's child to discuss or chastise them because of the actions of this child towards their child. (Such an approach to a child may be seen to be an assault on that child and may have further consequences)
- Smoking, taking illegal drugs or the consumption of alcohol on school premises., (unless alcohol has been allowed at a specific event)
- If during meetings, staff members feel that parents/carers or visitors are intimidating or rude, then subsequent meetings will only be held with a Senior Leader present

Breaching the code of conduct

If this school suspects or becomes aware that a parent has breached the code of conduct, the school will:

- Send a warning letter to the parent about their behaviour with the possibility of being banned from school premises
- Invite the parent to school to meet with a senior leader, Head of School or the Principal
- If the behaviour continues we can bar someone from our school premises if we feel that their aggressive, abusive or insulting behaviour or language is a risk to staff or pupils. It's enough for a member of staff or a pupil to feel threatened
- tell an individual that they've been barred or they intend to bar them, in writing. Letters will be signed by the Head of School or Principal, though in some cases the local authority may issue the letter
- In cases where the unacceptable behaviour is a serious and potentially criminal matter, the concerns will in the first instance be referred to the Police. This will include any or all cases of threats or violence and actual violence to any child, staff, or governor in the school. This will also include anything that could be seen as a sign of harassment of any member of the school community, such as any form of insulting social media post or any form of social media cyberbullying
- In cases where the unacceptable behaviour is a serious and potentially criminal matter, the concerns will in the first instance be referred to the Police
- In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the school will contact the local authority legal team

Should any of the above behaviour occur on school premises, the school may take any of the following actions:

- Ending a meeting if this behaviour is displayed
- Not replying to communications that are offensive, abusive, or derogatory
- Insist that communication with the school is through one member of staff only
- Ban the adult from entering the school grounds

We trust that parents will assist our school with the implementation of this policy, and we thank you for your continuing support of the school. We will always respond to an incident proportionally. The final decision on how to respond to breaches of the code of conduct rests with the Principal.

This model school safeguarding and child protection policy was developed and produced by the school safeguarding team in line with DFE guidance

[Controlling access to school premises - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Published August 2022

Updated August 2023