

Parent Code of Conduct

St John's Upper Holloway CE Primary School



St John's
Upper Holloway
C.E. Primary School

Approved by:

Governors

Date: November 2025

Last reviewed on:

November 2023

Next review due by:

November 2027

Our Vision

Jesus said: 'Love each other as I have loved you'. John 15:12

As we are loved, so we shall love.

As we are taught, so we shall teach.

As we are nurtured, so we shall flourish.

Our Mission

St John's is a small, caring Church of England Primary School. It is committed to supporting our pupils to be happy, successful and fulfilled throughout their lives. We believe that everyone is unique and valued by God. We aspire to be a high achieving school that provides an outstanding education:

- ❖ promoting the highest standards of teaching and learning, with excellent leadership
- ❖ being inclusive, celebrating diversity and valuing all religions, faiths, cultures and backgrounds
- ❖ providing a rich and stimulating curriculum that will inspire and challenge
- ❖ being a happy, healthy and safe place
- ❖ providing excellent care, guidance and support with a strong partnership between school, parents and the community.

We seek to promote six Christian values of creativity, thankfulness, truthfulness, friendship, perseverance and courage, each linked by our core value of love. We believe these help to prepare our children for a successful and fulfilling life, so being:

- ❖ considerate and respectful with excellent manners
- ❖ confident, happy, independent and self-motivated
- ❖ co-operative and collaborative
- ❖ honest and trustworthy
- ❖ resilient, hardworking and determined
- ❖ highly principled with moral, spiritual, cultural and social awareness, including shared British Values.

This Parent Code of Conduct sets clear expectations and behaviours for parents and visitors about expected conduct so that we can work together to ensure safe and positive environments for our children and staff.

We use the term “parents” to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents/child-minders/foster carers)

We use the term “visitors” to refer to:

- Contractors And Maintenance Workers (including IT workers)
- Health Professionals
- Local Authority Professionals (social workers, educational psychologist, SEND officers, Officers from the Fair Access team, Teaching and Learning Consultants etc)
- Other external visitors to school (peripatetic tutors, sports coaches, governors, school tutors, alternative education providers etc)

Statement of intent

At St John’s Upper Holloway, 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 achieve to the best of their ability.

To create a welcoming and safe learning environment, the school implements a specifically designed set of rules regarding behaviour and conduct which parents 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; abusive or insulting language towards staff members, governors, visitors, pupils or other parents may all result in individuals being removed from the premises.

We expect parents and visitors to show respect and concern for others by:

- supporting the respectful ethos of St John’s Upper Holloway school by setting a good example in their own speech and behaviour towards all members of their school community;
- working together with teachers for the benefit of children. This includes approaching the school to resolve any issues of concern and to discuss and clarify specific events to bring about a positive solution. This can include seeking to clarify a child’s version of events with the school’s view to bring about a peaceful solution to any issue;
- correcting their own child’s behaviour, especially where it could lead to conflict
- avoiding using staff as threats to admonish children
- demonstrating in their own behaviour that all members of the school community should be treated with respect and understand that even if there is conflict due to a member of staff’s oversight, parents must remain calm and respectful
- reinforcing the school’s policy on Behaviour
- keeping our children safe by showing respect and consideration for our neighbours.

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

1. Legal framework

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

- Education Act 2011
- Education Act 1996
- Children Act 2004
- DfE (2022) 'Keeping children safe in education 2022'
- DfE (2018) 'Controlling access to the school premises'

2. Expectations

Our school expects parents to:

- Act in accordance with this code of conduct at all times.
- Support and reflect the school's ethos and values through their behaviour.
- Set a good example to pupils through their behaviour and the way they interact with staff, pupils and other adults.
- Work together with staff members for the benefit of their child and to resolve any issues of concern.
- Treat all governors, staff members, pupils, other parents and any members of the school community with dignity and respect.
- Where appropriate, clarify their child's version of events with the school to bring about a peaceful solution to any issue.
- Correct their child's behaviour appropriately, particularly on the school grounds where it could otherwise lead to conflict or aggressive or unsafe behaviour.
- Respect the school's property and environment by keeping it clean and tidy.
- Follow the school's parking rules and procedures for dropping-off and collecting pupils from school.
- Dress in an appropriate manner when on the school premises and attending school events, and ensure their dress and appearance reflects that they are role models for pupils, e.g. parents may not wear nightwear when dropping-off or collecting pupils.
- Not to make vexatious complaints that impact on the efficient day-to-day running of the school.

Parents are required to act in accordance with all relevant school policies and procedures at all times.

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

3. Inappropriate behaviour

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.

Parental behaviour that the school does not tolerate includes, but is not limited to, 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 pupils, staff, governors and other parents
- Bullying, harassment or intimidation, including physical, verbal and sexual abuse offline and online
- Sending abusive, aggressive 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 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
- 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 (including making vexatious complaints)
- 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 pupil to discuss or reprimand them because of an issue between pupils
- 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
- The filming or recording of any abusive, threatening, or aggressive behaviour instigated towards a member of staff or child
- Electronic recordings of meetings or telephone calls by parents or staff without the explicit prior permission of all involved, and in agreement with the Headteacher
- Abusive, threatening, malicious, or inflammatory emails, phone or social network messages to anyone within the school community

- Requesting to 'follow' or 'friend' school staff on social media
- Bringing dogs onto school property (unless they are guide dogs and with the permission of the headteacher.
- Driving unsafely within the vicinity of the school

4. Inappropriate social media use

Whilst St John's Upper Holloway acknowledges that relevant individuals have a right to express their views on the school's performance, St John's Upper Holloway considers that social media websites being used to fuel campaigns and complaints against schools, headteachers, school staff, and in some cases other parents/pupils is inappropriate. St John's Upper Holloway School considers 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. We will endeavour to seek to prohibit abusive comments by contacting relevant agencies. Any concerns you may have must be made through the appropriate channels by speaking to the Class Teacher in the first instance so they can be dealt with fairly, appropriately, and effectively for all concerned.

If any pupil or parent of a child/ren being educated at a St John's Upper Holloway 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 content or activity which breaches this. St John's Upper Holloway school will also expect that any parent or pupil removes such comments immediately.

In serious cases St John's Upper Holloway 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 any member of a St John's Upper Holloway school community to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying.

Online activity which we consider inappropriate:

- Identifying or posting images/videos of children
- Abusive or personal comments about staff, governors, children or other parents
- Bringing the school in disrepute
- Posting defamatory or libellous comments
- Emails circulated or sent directly with abusive or personal comments about staff or children
- Using social media to publicly challenge school policies or discuss issues about individual children or members of staff
- Threatening behaviour, such as verbally intimidating staff, or using bad language
- Breaching school security procedures

At our school we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined in this policy.

5. 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.

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 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 (including the local authority), will consider what further action may be required. The head teacher will end a meeting if the unacceptable behaviour is displayed; not reply to communications that are offensive, abusive or derogatory; insist that the parent/visitor communicates with the school through one member of staff only or a designated email address.

The action the school takes, depending on the situation, could include the following:

- Barring the parent from the school premises
- 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 emails to a staff member directly
- Reporting content the parent has posted online to that website's admin
- Referring the case to children's social care, where the behaviour indicates that the parent poses a risk to children

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

The school 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 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.

6. 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 pupils, or behaviour that is making staff or pupils 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.

Withdrawing permission to enter the school premises can be temporarily introduced without having to go through all the steps listed below in more serious cases (for example if a member of staff is physically attacked). In these cases, the parent/visitor will be given the opportunity to make representations on the withdrawal of permission within a set period of time determined by the school. The school will thereafter decide whether the withdrawal of permission is to continue.

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:

- 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 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 will be advised to seek independent legal advice.

7. Monitoring and review

This document will be reviewed on an bi-annual basis by the headteacher and any changes made will be communicated to all parents and staff at the school.

The next scheduled review date for this document is November 2025.

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.

Parent Code of Conduct Agreement

I _____ (name), parent of _____ (name of child), declare that I have received, read and understood the terms and conditions of this code of conduct.

I understand my obligations under this code of conduct and agree to comply fully with them. I will ensure that my conduct does not breach this code in any way, including not:

- Being abusive or threatening to any member of the school community.
- Dressing in an inappropriate manner.
- Behaving inappropriately or aggressively in any way.
- Being discriminatory towards any member of the school community.
- Trespassing on the school property.
- Smoking, drinking alcohol or taking any illegal or harmful substances on the school premises.
- Sending inappropriate, abusive or aggressive messages to school staff or about school staff.
- Requesting to 'follow' or 'friend' school staff on social media.

Please return this slip to the **school office** as soon as possible.

Signed: _____

Date: _____