



Parents, Carers and Visitors Code of Conduct Policy

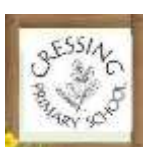
HATFIELD PEVEREL INFANT AND NURSERY SCHOOL



Inspiring a Love of Learning

APPROVED BY GOVERNORS: JULY 2026

POLICY TO BE REVIEWED: JULY 2028



Hatfield Peverel Infant and Nursery School policy on managing the conduct of parents, carers and visitors to our school.

Statement of principles

At Hatfield Peverel and Infant School, we are very proud and fortunate to have a very dedicated and supportive school community. At our school, the staff, governors, parents and carers alike all recognise that the education of our children is a partnership process between all parties.

As a partnership, we are all aware of the importance of good working relationships and all recognise the importance of solid working relationships to equip all our children with the necessary skills for adulthood. For these reasons we welcome and encourage parents and carers to participate fully in the life of the school.

The purpose of this policy is to provide a reminder to all parents, carers and visitors to our school, including when representing the school at associated events off site, about the expectations around the conduct of all parents, carers and visitors connected to our school. We understand that everyday frustrations cause misunderstandings and have a negative impact on our relationships. Establishing where this happens, and remaining committed to resolving difficulties in a constructive manner through open positive dialogue is, however, essential. In this way, we can support our children to flourish and progress in an atmosphere of mutual understanding.

Our school already has a code of conduct for all employees; however, this Code of Conduct Policy is aimed at the wider school community so that all can see and understand the expectations regarding the behaviour of all visitors or those connected with the school. The policy aims to clarify the types of behaviour that will not be tolerated. The policy also sets out the actions the school can take should this code be ignored or where breaches occur.

Types of behaviour that will not be tolerated: (This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour.)

- Disruptive behaviour which interferes or threatens to interfere with any of the school's normal operation 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/carer or pupil
- Recording, publicising or sharing any data or recordings without consent
- Damaging or destroying school property
- Sending abusive or threatening emails or texts/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 social media
- The use of physical, verbal or written aggression towards another adult or any child including your own
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards your own. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences.)
- Smoking, taking illegal drugs or the consumption of alcohol on school premises. (Alcohol may only be consumed during authorised events.)
- Dogs being brought on to the school premises (other than guide dogs).

Should any of the above occur on school premises or in connection with school, the school may feel it is

necessary to act by contacting the appropriate authorities and/or sadly, consider banning the offending adult from entering the school premises altogether. Please note: please ensure that all parties involved with the dropping off and/or collecting of your child are also aware of this policy.

What happens if someone ignores or breaks the code?

In the event of any parent, carer or visitor of the school breaking this code, then proportionate actions will be taken in conjunction with the school's code of conduct, and local authority/police guidance as necessary. In cases where the unacceptable behaviour is considered serious and a potentially criminal matter, the concerns may in the first instance be referred to Essex Police. This will include any or all cases of threats of violence and actual violence to any child, staff member 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 cyber bullying. The local authority/trust itself may take action where behaviour is unacceptable or there are serious breaches of our home/school code of conduct or health and safety legislation.

In cases where the code of conduct has been broken, but the breach was not libellous, slanderous or criminal in matter, then the school will send a formal letter to the parent/carers with an invitation to a meeting.

If the parent/carers/visitor refuses to attend the meeting, then the school will write to the parent/carers/visitor and ask them to stop the behaviour causing the concern and warn that if they do not, they may be banned from the school premises. Parents/carers/visitors will be given the opportunity to express any observations of their own regarding the case, including any expressions of regret. If behaviour continues the parent/carers will be banned from school premises for a set amount of time. (This might be permanently in more serious cases.)

Please note:

1. A ban from the school can be introduced immediately, depending on the severity of the case.
2. Site bans will normally be limited in the first instance.

Complaints

The code of conduct does not prevent parents/carers from raising a legitimate complaint in an appropriate fashion. In most instances these can be resolved immediately in a professional manner. As a school, we try hard to be as transparent as possible and endeavour to enable a straightforward route, available to parents, who wish to raise a concern or put forward an opinion. In the first instance, most concerns can be resolved through open dialogue with your child's class teacher. If concerns remain, then please contact the school office and you will be directed to a member of the school's senior leadership team/headteacher.

Where you are not satisfied with the responses received, we would ask that you then follow the complaint procedure as laid out in our school's Complaints' Policy. This is available on the school's website, but if you would prefer, please contact the school office and we can arrange for a hard copy to be made available.

Issues of conduct with the use of social media

Most people take part in online activities and social media. It is fun, interesting and keeps people connected. There are various online school groups managed by parents for parents, such as class Facebook pages and WhatsApp groups, and they can be a useful and supportive source of knowledge and advice. We encourage you to join in and positively participate if you wish; however, within these spaces, we ask that you use

common sense when discussing school life online.

Think before you post ... We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents or pupils. We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, pupil or member of staff. If parents have any concerns about their child in relation to the school, please follow the guidance suggested in the complaints section above. Please do not use social media to air any concerns or grievances.

Online activity which we consider inappropriate:

(This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour.)

1. Identifying or posting images/videos of pupils or staff
2. Abusive or personal comments about staff, pupils or other parents
3. Bringing the school into disrepute
4. Posting defamatory or libellous comments
5. Emails circulated or sent directly with abusive or personal comments about staff or pupils
6. Using social media to publicly challenge school policies or discuss issues about individual children
7. Threatening behaviour, such as verbally intimidating staff, or using bad language
8. Breaching school security procedures

Again, in the event of any parent, carer or visitor of the school breaking this code, then proportionate actions will be taken in conjunction with school's code of conduct.

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.

Thank you for abiding by this policy in our school. Together we create a positive and uplifting environment, not only for the children, but also for all who work and visit our school.

We are guided by and may refer to the following:

<https://www.gov.uk/government/publications/controlling-access-to-school-premises/controlling-access-to-school-premises>

<https://www.localgovernmentlawyer.co.uk/education-law/343-education-features/42844-banning-parents-access-to-the-school-premises>

*The school premises refers to the entire land on which a school is located, including its buildings, playgrounds, car-parks and anything within the school's boundaries.