



PARENT/CARER/VISITOR CODE OF CONDUCT

October 2025

Next Review: September 2027

Approved by: Governing Body

Statement of Intent

Glade Hill Primary & Nursery School encourages close links with parents/carers and the community. We believe that pupils benefit when the relationship between home and school is a positive one and all our stakeholders share this view.

The vast majority of parents, carers and others visiting our school are happy to work with us and are supportive of the school. However, on the rare occasions when a negative attitude towards the school is expressed, this can affect the positive ethos and atmosphere on the playground and around the school, thus making other parents/carers, pupils and staff feel uncomfortable and threatened.

We expect parents/carers and other visitors to behave in a reasonable way towards other members of the school community. This code of conduct outlines some general principles for conduct on the school premises, the social networking policy for parents/carers, what we deem as unacceptable behaviour towards other members of the school community and the steps that will be taken where a parent/carer or visitor acts in such a way.

General Principles of Conduct on the School Premises

No Smoking

The school site, including the car park and all playing fields, is a no smoking area. We include e-cigarettes and vapes within the definition of smoking.

No Dogs on Site

No dogs are allowed onto the school premises, including the car park and all playing fields, for health & safety reasons. There are no exceptions to this rule (except guide dogs), including carrying of dogs.

Car Parking

The school car park is for paying staff and visitors only. No parents are to use the car park unless in exceptional circumstances or by prior arrangement. Visitors must report to reception, register their car registration on the electronic system and pay to park through the City Council Ringo App. Failure to pay the parking fee may result in a warning notice or the issuing of a fixed penalty notice.

Meetings/Conversations with Teachers

The beginning and end of the school day are very busy times for all teachers and other parents/carers are often around. It is therefore not always appropriate to engage in conversation with parents/carers at this time regarding individual children's needs. If you wish to speak to a teacher about your child please ask them for an appointment or speak to someone in the School Office who will be able to arrange an appointment. Most concerns regarding your child can be dealt with directly by the class teacher. If, once you have spoken to the class teacher, you still have concerns then please ask at the School Office to make an appointment with a member of the Leadership Team or with the Headteacher.

Social Networking

Key Principles

- Everyone has a responsibility to ensure that they protect the reputation of the school, and treat members of the school with professionalism and respect.
- It is important to protect everyone from allegations and misinterpretations which can arise from the use of social networking sites.
- Safeguarding children is a key responsibility of all members of the school community and it is essential that everyone considers this and acts responsibly if they are using social networking sites. Anyone working in the school either as a paid employee or volunteer must not communicate with children via social networking.
- The discussion of particular school related issues through social media is deemed to be inappropriate and can lead to unnecessary escalation.

Code of Conduct for Social Networking

Under no circumstances should social media entries make reference to any staff member, pupil, parent or school activity/event in a negative fashion. All members of the school community should use social networking sites responsibly and ensure that neither their personal nor professional reputation, nor the school's reputation is compromised by inappropriate postings.

The following are also **not considered acceptable** behaviour on social networking sites:

- The use of the school's name, logo or any other published material without written prior permission from the Headteacher. This applies to any published material including the internet or written documentation.
- The posting of any communication or images which links the school to any form of conduct which may damage the reputation of the school. This includes defamatory comments.
- The disclosure of confidential or business-sensitive information; or the disclosure of information or images that could compromise the security of the school.
- The posting of any images of employees, children, governors or anyone directly connected with the school whilst engaged in school activities.
- Any derogatory, defamatory, rude, threatening or inappropriate comments about the school, or anyone at or connected with the school.

As adults, it is important that we present appropriate role models and use social media in a responsible manner. As a school we teach the children about the dangers of social media and promote safe usage. For parents/carers who want to find out more about how to keep their child safe online the NSPCC have produced some useful resources on <https://www.nspcc.org.uk/preventing-abuse/keeping-children-safe/online-safety> which includes guidelines on appropriate times for children to use social media.

At the heart of our school is an ethos of trust and teamwork, and the overall priority to keep our children safe. We hope that social media is used responsibly by all parties, and where problems arise that parents/carers talk to the appropriate staff in the school, and do not cause concern through postings which can lead to misinterpretation.

Unacceptable Behaviour

Any behaviour that is deemed unacceptable (see list of examples below) will be dealt with swiftly and fairly by the Headteacher and Governing Body (where necessary). This type of behaviour could be parent to parent, parent to staff, parent to another family's child and visitors to the school. Our school expects and requires staff to behave professionally in these difficult situations, and to attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues.

Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the school community are:

- shouting, either in person or over the telephone
- speaking in an aggressive/threatening tone
- physical intimidation, e.g. standing very close
- the use of aggressive hand gestures/exaggerated movements
- physical threats or verbal threats
- shaking or holding a fist towards another person
- swearing in person or over the telephone
- pushing
- defamation of character of any staff member or the school in general – in person or on social media (e.g. Facebook, Twitter/ X etc) or any other online mechanism
- snatching equipment, pulling or taking without consent
- hitting, e.g. slapping, punching or kicking
- spitting
- racist, homophobic, cultural or sexist comments
- breaking the school's security procedures

Only the victim can decide if a person is being aggressive or threatening, the perpetrator cannot decide that for an individual. If a member of staff makes a formal complaint to the Headteacher about someone's behaviour it will be addressed. Any threatening behaviour may result in the police being informed of the incident.

Immediate Action to be Taken

When a parent/carer or visitor behaves in an unacceptable way during a telephone conversation, staff at the school have the right to terminate the call. The incident will be reported by staff to the Senior Leadership Team (SLT). The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to verbal abuse which may include a warning, banning from the school premises and/or contacting the police.

When a parent/carer or visitor behaves in an unacceptable way in person towards a member of the school staff, a member of the Leadership Team will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedure should be followed. Where all procedures have been exhausted, and aggression or intimidation continues, or where there is an extreme act of violence, the discussion will be terminated and the perpetrator will be asked to leave the school immediately. The police will be called if necessary.

Further Action to be Taken

Any parent/carer or visitor that has behaved in an unacceptable way, either in person or on the telephone, will be written to and informed that their behaviour was unacceptable. They will be warned that any further incidents may result in them being barred from the school premises and the police being informed (if they have not already been informed).

Power to Bar from Premises

School premises are private property and parents/carers and visitors will generally have permission from the school to be on the premises. However, sometimes aggressive or abusive behaviour from a parent/carer or visitor can present a risk to the safety of staff and children. If behaviour is deemed to be unsafe then schools have the right to bar any person from entering the school grounds. In these cases the parent/carer or visitor will be informed, in writing, that she/he is barred from the premises, subject to review, and what will happen if the bar is breached. The Chair of Governors will be informed of the ban and, if the incident is serious then police will be informed which may result in prosecution. A parent who has been barred from entering school premises is trespassing if he or she does so without permission.

It is also an offence under section 547 of the Education Act 1997 for any person (including a parent/carer) to cause a nuisance or disturbance on school premises. The police may be called to assist the school in removing anyone from the premises but local authorities and governing bodies may also authorise a member of staff to remove a person if they have reasonable cause to believe that the person is causing a nuisance or disturbance.