



Code of Conduct for Parents, Carers and Visitors

*'And let us consider how we may spur one another on towards love
and good deeds' Hebrews 10:24*

'Spurring each other on with love'

2025-2026

POLICY HISTORY

Policy / Version Date	Summary of change	Governor adoption Date	Signed by the Chair	Next Review Date
1	Written by T. Hue Hamilton (Headteacher)	12 th May 2022		Summer 2023
2	Updated using Devon model policy by T Hue Hamilton	17 th November 2022		Summer 2023
3	Reviewed by T Hue Hamilton	6 th July 2023		Summer 2024
4	Reviewed by T Hue Hamilton	13 th June 2024		Summer 2025
5	Reviewed by T Hue Hamilton	19 th June 2025		Summer 2026

Purpose and Scope

At Bickleigh Down Church of England Primary School, we are extremely fortunate to have a supportive and friendly parent body. The vast majority of parents, carers and other visitors to our school are supportive of the school, its teachers, other members of staff, its children, their parents and other visitors, and act in a reasonable way, ensuring that the school is a safe, orderly environment in which students can learn. Our parents recognise that educating children effectively is a process that involves partnership between parents, carers, staff and the wider school community.

As partners, our parents and carers will understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons, we continue to welcome and encourage parents/carers to participate fully in the life of our school.

At times, our staff may have to manage difficult and/or sensitive situations. The school requires its teachers and other members of staff to behave professionally in these difficult situations, attempting to defuse the situation wherever possible, and to seek the involvement of other members of staff as appropriate. Occasionally, however, a negative attitude is expressed in an aggressive, verbally abusive or physically abusive way towards these members of the school community which is unacceptable and will not be tolerated. All teachers and members of staff have the right to work without fear of harassment, violence, intimidation or abuse.

The purpose of this document is to provide a reminder to all parents, carers and visitors to our school about the expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding whilst spurring on the love through our Christian vision. The school expects parents and other visitors to always behave in a reasonable way towards all members of the school community. This policy outlines our expectations and the steps that will be taken where the behaviour displayed falls below the standard the school expects and will not be tolerated.

PERMISSION TO ENTER AND BE ON THE SCHOOL'S PREMISES

Parents have "implied permission" to enter and be on the school's premises for reasons relating to their child / children's education. This means that parents are welcome to come to the school to drop off and collect their children, to speak to teachers and other members of staff about their children, or for meetings, parents' evenings and social events.

Parents do not have a legal right to enter or be on the school's premises without a good reason. In education law, the term "parent" includes the natural or adoptive parents of a student, as well as a non-parent with care of a child and a non-parent with parental responsibility of a child. For the purposes of this policy only, the term "parent" will also include a non-parent who does not have care of or parental responsibility for a child, but who is involved in looking after the child on a regular basis (for example, a childminder, non-resident partner of a parent or relative who takes the student to or from school, is involved with the care of the child in some other way, or a person whose emergency contact number we have been provided with).

Other visitors also have "implied permission" to enter and be on the school's premises if they have a reason, for example a courier or delivery person, or a member of the public attending the school's office to make enquiries about something. Members of the public without a good reason for entering or being on the school premises are trespassing.

Guidance

We expect parents, carers and visitors to:

- Respect and model the Christian vision and values of our school, on school premises or when communicating directly with the school.
- Understand that school staff and parents need to work together for the benefit of **all**.
- Demonstrate that **all** members of the school community should be treated with tolerance and respect and therefore set a good example in their own speech, conduct and behaviour.
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue.
- Correct their own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Approach the right member of school staff to help resolve any issues or concern.

In order to support a peaceful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following:

- Disturbing school staff and trying to speak to them whilst they are supervising children.
- Breaching school security procedures, e.g. entering school gates without using the intercom system when another parent/visitor is leaving or entering.
- Attempts to gain entry to any part of the school in disregard of procedure or without permission and appropriate supervision.
- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the school grounds.
- Using loud/or offensive language, swearing, cursing, using profane language or displaying temper in oral (face-to-face) and written communication. This includes shouting, either in person or over the telephone.
- Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying school property.
- Abusive, persistent or threatening e-mails or text/voicemail/phone messages or other written communication.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils, parent or staff at the school whether directly or on any social media websites. Any concerns you may have about the school must be made through the appropriate channels by speaking to the class teacher, the Head teacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.
- The use of physical aggression towards another adult or child. This includes physical punishment against your own child on school premises.
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Any other behaviour likely to cause anybody witnessing it (including the recipient) alarm, distress or to fear that violence may be used against them or others.
- Smoking and consumption of alcohol or other drugs whilst on school property.
- Being under the influence of drugs or alcohol on school site.
- Dogs being brought on to school premises, with the exception of guide dogs.
- Making excessive demands on school time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with.
- Refuses to co-operate with the complaints investigation process.

- Refuses to accept that certain issues are not within the scope of the complaints procedure.
- Insists on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice.
- Introduces trivial or irrelevant information which they expect to be taken into account and commented on.
- Raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales
- Makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced
- Changes the basis of the complaint as the investigation proceeds
- Repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed)
- Refuses to accept the findings of the investigation into that complaint where the school's complaint procedure has been fully and properly implemented and completed including referral to the Department for Education

Inappropriate use of social media

Social media websites are being used increasingly to fuel campaigns and complaints against schools or to share inappropriate information, for example, naming children involved in incidences, sharing confidential information regarding an aspect of school life, making allegations or accusations, or sharing false news. Bickleigh Down Church of England Primary considers the use of social media websites or Apps in this way as unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, the senior leadership team or the Headteacher, so they can be dealt with fairly, appropriately, and effectively for all concerned.

In the event that any pupil or parent or carer of a child being educated in Bickleigh Down Church of England Primary School is found to be posting libellous or defamatory comments on social media websites or apps, 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 contact or activity which breaches this. The school will also expect that any parent/carer or pupil removes such comments immediately.

In serious cases, the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, cyber bullying and the use by one child or a parent to publicly humiliate another by inappropriate social network entry will be taken and dealt with as a serious incident of school bullying. Thankfully, such incidents are extremely rare. We would expect that parents and carers would make all persons responsible for collecting children aware of this policy.

Risk Assessment

A risk assessment has been prepared to protect staff by ensuring:

- On home visits or parents' evenings, teachers and teaching assistants will attend together.
- That individual consultations will take place in an area where staff may summon help if necessary.
- That two members of staff will see a parent together when it is thought that the consultation could be difficult.

Procedures

If an incident arises, the member of staff should follow these procedures:

- Try to de-escalate the situation.
- If there is any signs of aggression or threat of violence, ask the person to leave and invite them back for a meeting or phone call when they are in a position to discuss

the situation in a calm manner or invite them to a room away from a crowded area or classroom.

- Ask the Head (or Deputy) for support.
- In the event of violence or aggression, contact the police using 999.

After the Incident

The Head will ask the people who witnessed the incident to make witness reports in writing as soon as possible after the incident (see attached Incident Report Form). Reports must be signed and dated. Make it clear that the reports may be disclosed to the perpetrator and the witness should say whether or not they are prepared for this to happen. Consider whether the person should be banned or given a warning letter. The Headteacher will discuss this with the Chair of Governors and keep him/her informed. If a letter is thought appropriate, this will be sent to the perpetrator.

Behaviours which can lead to a ban include:

1. Physical or verbal threats towards staff, pupils, or other parents
2. actual violence,
3. damage to property
4. refusal to leave when asked
5. disruption of the running of the school
6. general abusiveness, especially when this is done in the presence of children.

****The Governors take a ban to mean from school premises or direct communication to selected staff members or both of these.***

The headteacher will decide whether the situation has been reached for proposing an actual ban. In extreme circumstances, i.e. if the incident is considered to be very serious, then s/he can issue a short-term temporary ban immediately, if required.

If the issue presents a less immediate threat, then the headteacher will consider issuing a warning letter which says that repeats of such behaviour will likely result in a ban. Events may occur in a number of stages and it may be that upon consideration by the headteacher that a warning letter needs to be issued.

The school will write to the parent/carer setting out:

- what has happened and why it is unacceptable
- that the school will consider banning the parent/carer from the school premises
- give a clear explanation of why the ban is proposed
- give the parent/carer 5 working days to respond in writing giving their own version of events
- state the length of the proposed ban and give a review date.

Following receipt of the written response:

- The headteacher will decide whether or not to ban the parent/carer
- The parent/carer will be informed in writing within 3 days of the decision taken
- The terms of any ban will be clear, with explicit paths of communication between the school and the parent
- Pick up and drop off of children will be taken into consideration
- A date for the review will be given, which will take account of what has happened in the interim period
- If no further concerns have arisen regarding the parent's behaviour, a meeting date will be set which will seek to re-establish a productive working relationship between the school and the parent/carer

If a parent/carer wishes to appeal against a ban, they may do so in writing (following the complaints procedure). The first stage of this appeal will be undertaken by an appointed governor who would invite the headteacher to review the matter with a view to lifting the ban. If the outcome to this stage is that the ban is still in place, then the parent may appeal further to a panel of governors according to the usual complaints process.

In some cases, the unacceptable behaviour is so extreme (for example, an assault on a member of staff) that the headteacher may feel that there is no alternative but to impose a lengthy or permanent ban. In criminal cases the headteacher should inform the police and should contact their legal advisors (DCC Solicitors in maintained schools).

Police Assistance

In the event of a parent (or other person) becoming aggressive or violent, schools should not hesitate to contact the police using 999. When the situation does not require immediate Police response, but there is prior knowledge of likely trouble, the Head Teacher may contact the local Police Station for advice.

STEPS TO BE TAKEN IF AN INCIDENT OCCURS

STEP 1: VERBAL WARNING

The Headteacher (or member of SLT) will speak to the person or persons perpetrating such an incident, privately. It will be put to them that such behaviour is unacceptable, and an assurance will be sought that such an incident will not be repeated. It will be stressed on this occasion that repetition of such an incident will result in further serious action being taken. If the Headteacher has been subject to abuse this will be done by the Chair of Governors (or another appointed governor). This will be documented on CPOMS.

STEP 2: WRITTEN WARNING

If a second incident occurs involving the same person or persons, the Headteacher will write to the adult(s) informing them once again that this conduct is unacceptable. As for Step 1, if the headteacher has been subject to abuse this will be done by the Chair or Governors or another appointed governor.

NB: Any incidents of violent conduct would immediately proceed to step 5.

At any stage, the school may report serious incidents of abusive and threatening behaviour to the Local Authority. The school has a statutory responsibility to report any racist or discriminatory incidents to the Local Authority (See Equality Policy). Any act of actual or threatened violence or defamation of character will be referred to the **police immediately**.

STEP 3: FINAL WRITTEN WARNING

If a third incident occurs involving the same person or persons, the Chair of Governors or other appointed independent governor, will write to the adult(s) giving a final warning that this abusive and threatening behaviour is unacceptable, and that a repetition of this conduct will leave the governors no option but to take further action.

STEP 4: BAN FROM SCHOOL PREMISES OR FROM DIRECT COMMUNICATION WITH SELECTED MEMBERS OF STAFF (OR BOTH).

If such an incident recurs or if an initial incident is considered serious enough, the Chair of Governors (or other appointed governor) would enforce a ban.

STEP 5: REMOVAL BY POLICE

If, following a decision to exclude a person from the school premises, that person persists in entering school premises, they may be removed by the police as a trespasser under Section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986. All parents, even if excluded from school premises, are not excluded from the rights to access to school and have a right to seek an appointment to speak to school staff about their child's educational progress.

We trust that parents and carers will assist our school with the implementation of this code of conduct and we thank you for your continuing support of the school.



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Incident Report Form

This form should be completed as fully as possible (please use a continuation sheet if necessary).

Incidents to be recorded include trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to personal property.

For an incident involving or witnessed by a child, a member of staff should complete the form on their behalf. However, any discussion between one witness and another should not precede completion of the form, as this might lead to allegations of collusion.

Date of incident	Day of week	Time

1. Member of staff reporting incident

Name	Work address (if different from school address)	Position

2. Personal details of person assaulted/verbally abused (if appropriate)

Name	Work address (if different from school address)/home address (if pupil).	Job/Position (if member of staff)
Class	Age	Sex

3. Details of trespasser/assailant(s) (if known)

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4. Witness(es) if any

Name	Address	Age (approximate)	Sex
Other information		Relationship between member of staff/pupil and trespasser/assailant, if any.	
Name	Address	Age (approximate)	Sex
Other information		Relationship between member of staff/pupil and trespasser/assailant, if any.	

Name	Address	Age (approximate)	Sex
Other information		Relationship between member of staff/pupil and trespasser/assailant, if any.	
5.Details of incident			
Type of incident (eg if trespass, was the trespasser causing a nuisance or disturbance and how; if assault, give details of any injury suffered, treatment received etc).			
Location of incident (attach sketch if appropriate)			
Other details: describe incident, including, where relevant, events leading up to it; relevant details of trespasser/assailant not given above; if a weapon was involved, who else was present?			
Outcome: (e.g. whether police called; whether trespasser was removed from premises under section 547; whether parents contacted; what happened after the incident; any legal action?).			
6.Other information (to be completed as appropriate)			
a) Possible contributory factors			
b) Is trespasser/assailant known to have been involved in any previous incidents YES/NO?			
Give date and brief details of (b) if known.			
7. Had any measures been taken to try to prevent an incident of this type occurring? If so, what?			
Could they be improved? How?			
If no measures had been taken beforehand, could action now be taken? If so, what?			
8. Name and contact details of police officer involved, and incident number or crime reference number, as appropriate.			

Any other relevant information.	
Signed	Dated