



# **Martin Primary School**

## Parent/Carer Code of Conduct

Reviewed and ratified: summer 2024

Date of next review: summer 2027

## **Statement of intent**

At Martin Primary School, we strive to build strong relationships with parents/carers 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/carers and visitors 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, and abusive or insulting language towards staff members, governors, visitors, pupils or other parents/carers may result in individuals being removed from the premises.

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

**This policy extends, where relevant, to visitors to the school who are not parents/carers.**

## **Links to the United Nations Rights of the Child:**

Article 3 - the best interests of the child must be a top priority in all things that affect children.

Article 5 - Governments must respect the rights and responsibilities of parents and carers to direct and guide their children as they grow up, so that they can enjoy their rights properly.

Article 14 - Every child has the right to think and believe what they want and to practise their religion, as long as they are not stopping other people from enjoying their rights. Governments must respect the rights of parents to give their children information about this right.

Article 18 - Both parents share responsibility for bringing up their child and should always consider what is best for the child. Governments must support parents by giving them the help they need, especially if the child's parents work.

Article 36 - Governments must protect children from all other forms of bad treatment.

## **1. Legal framework**

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

- Education Act 2011
- Education Act 1996
- Children Act 2004

This document has due regard to statutory and best practice guidance, including, but not limited to, the following:

- DfE (2023) 'Keeping children safe in education (2023)
- DfE (2018) 'Controlling access to the school premises'

This document operates in conjunction with the following school policies:

- Complaints Procedures Policy
- Online Safety Policy
- Child Protection and Safeguarding Policy

## 2. Expectations

Our school expects parents/carers to:

- act in accordance with this Code of Conduct at all times
- support and reflect the school's ethos and Rights Respecting values through their behaviour
- set a good example to pupils through their speech and behaviour and the way they interact with staff, pupils and other adults
- work together with staff for the benefit of their child and to resolve any issues of concern
- treat all staff members, pupils, other parents/carers, governors and any other individuals connected to the school with dignity and respect
- work with staff members to resolve any issues of concern
- where appropriate, clarify their child's version of events with the school to bring about a peaceful solution to any issue
- respect the school's property and environment by keeping it clean and tidy
- dress in an appropriate manner when on school premises and ensure their dress and appearance reflects that they are role models for pupils
- understand that this is a nut-free school, including when providing packed lunches/snacks and contributing food to school events.

Regarding **drop-off and pick-up**, our school expects parents/carers to:

- follow the school's procedures for dropping-off and collecting pupils from school
- bring children to school on time at the beginning of the day and collect them on time at the end of the school day or from clubs and after school care. If parents/carers are unavoidably delayed at pick-up time they should call the school office
- ensure that anyone bringing the children to school and/or collecting them is 13 years of age or above
- refrain from bringing pets onto the school premises and control their pets in the vicinity of the school.

Regarding the **behaviour of children**, our school expects parents/carers to:

- correct their child's behaviour appropriately, particularly on the school grounds where it could otherwise lead to conflict or aggressive or unsafe behaviour
- take responsibility for the behaviour of other siblings who do not attend the school
- avoid using staff as threats to admonish children's behaviour.

Regarding **road safety**, our school expects parents/carers and, where appropriate, other visitors to:

- think about the health and safety of our pupils
- refrain from parking/stopping on the zig zags outside the school and parking/stopping in any other prohibited areas or surrounding private property
- refrain from parking in the staff car park or from driving down Plane Tree Walk without prior permission.

Regarding **the use of mobile phones/tablets/other personal devices**, our school expects parents/carers to:

- generally avoid use of personal devices when on the school site – e.g. when collecting or dropping off children, when talking to staff, at meetings or parent consultations
- follow staff instructions on those occasions where the school permits the use of personal devices such as at concerts, shows and sports days. These instructions are given in the best interests of the children and for reasons of health and safety
- refrain from taking pictures or videos of children on school premises (unless expressly permitted by a senior member of staff).

Regarding **the use of social media**, our school expects parents/carers to:

- refrain from putting images of any Martin Primary School children (other than their own if they wish) or staff on the internet or social media
- refrain from using social media to make complaints or fuel campaigns about the school, staff, governors, other parents/carers and pupils (the school considers social media being used 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 headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned)
- refrain from requesting to 'follow' or 'friend' school staff on social media
- understand that the school will consider all legal options to deal with any misuse of social networking and other sites, which may result in reporting the matter to the police
- understand that for these purposes 'social media' includes messaging services such as WhatsApp (including messaging services used by the MHSA)
- adhere to the rules of any class MHSA WhatsApp group

### **School policies and procedures**

Parents/carers are required to act in accordance with all relevant school policies and procedures at all times including, but not limited to, the following:

- Online Safety Policy
- Child Protection and Safeguarding Policy

Many of the school's policies are available on the school website. Parents/carers can request copies of all relevant policies and procedures from the school office.

### **3. Driving pupils to school**

When dropping off or collecting their children from school, parents are not permitted, to stop, wait, drop off, or pick up pupils while parked a prohibited area or an area that causes inconvenience to local residents; this includes Plane Tree Walk. Residents' drives should not be blocked under any circumstances, even during short periods of waiting where the car is in use. Vehicles should be driven in a calm manner which causes least disturbance to residents.

Engines should be turned off when a vehicle is stationary and not in traffic as vehicle exhaust emissions contribute significantly to air pollution and are particularly harmful to children.

All pupils will wear a seatbelt at all times while they are dropped off and picked up. Parents will ensure pupils disembark vehicles safely at the correct stop and cross roads

with care. Parents are to use their discretion in severe weather and drive with extra caution as appropriate.

#### **4. 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. Examples of inappropriate behaviour that the school does not tolerate are set out in the Appendix.

#### **5. Managing inappropriate behaviour**

If a parent/carer 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/carers will raise concerns regarding another parent/carer's behaviour or conduct directly with their child's class teacher or the headteacher and will not approach the parent/carer themselves.

Instances of parents/carers displaying inappropriate behaviour will be managed in a variety of ways, depending on the severity of the situation. When a parent/carer 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, will consider what further action may be required. This action, depending on the situation, could include the following:

- barring the parent/carer from the school premises
- contacting the police
- seeking legal redress through the courts
- restricting the parent/carer's channels of communication to the school, e.g. no longer allowing the parent/carer to send emails to a staff member directly
- reporting content the parent/carer has posted online to the website's admin
- referring the case to children's social care, where the behaviour indicates that the parent/carer 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/carer is being violent or has committed assault, or where the event has caused harm to an individual.

If a parent/carer 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/carer's appearance or dress, personal factors will be taken into consideration, on a case-by-case basis, when addressing the concern.

If a parent/carer persistently displays unacceptable and inappropriate behaviour, this may result in them being barred from the school premises, in line with [section 6](#) of this policy.

## **6. Barring from the school premises**

The school has the right to bar a parent/carer from the premises to keep the school community safe. If a parent/carer is displaying inappropriate or concerning behaviour, they will be asked to leave the school premises. Behaviour that could result in a parent/carer 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/carer 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.

The school will either:

- bar the parent/carer temporarily, until the parent/carer has had the opportunity to formally present their side
- inform the parent/carer that they intend to bar them and invite them to present their side.

The headteacher will send a letter to the parent/carer, 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.

If a parent/carer contacts the Chair of Governors, they will review the headteacher's decision to bar the parent/carer, taking account of any representations made by the parent/carer, and decide whether to confirm or lift the bar. The parent/carer will be notified in writing of the decision to uphold or lift the bar.

If the decision is confirmed, the parent/carer/carer 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/carer's conduct, it may be extended.

Once the appeal process has been completed, parents/carers who remain barred may be able to apply to the Civil Courts. If a parent/carer wishes to exercise this option, they should seek independent legal advice.

## **Appendix – Examples of inappropriate behaviour that the school does not tolerate**

Behaviour that the school does not tolerate includes the following (but this is not an exhaustive list of the types of behaviour that could result in the school taking action under section 4 or 5 of this policy):

- using foul, abusive or offensive language
- raising voices inappropriately at another individual
- making racist, homophobic or sexual comments or inciting others to do so
- 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/carers
- bullying, harassment or intimidation, including physical, verbal and sexual abuse offline and online
- sending abusive or threatening messages, emails or other communications to any member of the school community
- trespassing on school property
- 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
- posting content on social media that is damaging to the school's reputation or the reputation of any of its staff or governors
- sending staff aggressive emails or other communications
- 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
- displaying disruptive or other inappropriate behaviour which interferes or threatens to interfere with any of the school's operations or activities
- approaching another Parent/carer/carer 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 or vaping on the school premises
- taking/selling/providing others with illegal or harmful drugs or other substances while on the school premises or in the vicinity of the school
- drinking alcohol on the school premises or in the vicinity of the school, unless it has been authorised and supplied by the school/MHSA
- taking photographs or videos on the school premises without permission from the school
- driving unsafely within the vicinity or within the grounds of the school.