Parent and Visitor Code of Conduct Policy

Farsley Westroyd Primary School and Nursery

Approved by	Governing Body
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1. Purpose

Farsley Westroyd Primary School and Nursery is a welcoming, inclusive community, and we value our partnership with parents and carers. Children learn best when home and school work together respectfully. This policy sets out the standards of behaviour we expect from parents, carers and other adults connected to our children, and explains what we will do if those standards are not met.

Our aims are to:

- Keep children, staff and visitors safe, and feel safe, at all times
- Model the respect, kindness and good communication we teach our children
- Make sure concerns are raised and resolved fairly and constructively
- Protect staff from abuse, threats and harassment

2. Scope

This policy applies to all parents, carers, family members, and anyone collecting or visiting on behalf of a child, whether on the school and nursery site, nearby, by phone or email, through online platforms, or on social media. It also applies to behaviour at school events, trips and activities.

3. Our commitment to parents and carers

We will:

- Treat all parents and carers with courtesy and respect

- Listen to concerns and respond within a reasonable time, in line with the Complaints Policy
- Keep parents and carers informed about their child's learning, wellbeing and progress
- Provide clear information about how to contact the school and who to speak to
- Make reasonable adjustments to help parents and carers with additional needs, a disability or language barriers take part in school life

4. What we ask of parents and carers

We ask all parents and carers to:

- Speak to staff and other families politely and respectfully, in person, on the phone, in writing, by email and on social media.
- Raise concerns calmly and through the right channels, starting with the class teacher or key person, and make an appointment where possible rather than approaching staff at the gate or in front of children
- Respect the privacy and safety of all children and staff
- Follow the school's arrival, collection, parking and safety arrangements, including keeping gates closed and not allowing others to follow them in
- Sign in at reception, and wear visitor identification, when entering the building
- Make sure that the people who collect their child are known to the school and are suitable to do so
- Keep the school informed of changes to contact details, medical needs and collection arrangements
- Support the school's behaviour, attendance and uniform policies
- Remain calm, and set a good example, when emotions are running high

5. Unacceptable behaviour

The school will not tolerate behaviour that is abusive, threatening or disruptive, whether directed at staff, children, other parents or visitors. Examples include:

- Shouting at, swearing at, or using offensive or aggressive language or gestures
- Threatening, intimidating or harassing any person, including by repeated calls, emails or messages or on social media
- Physical aggression of any kind, including pushing, blocking someone's way, or damage to property
- Discrimination or abuse based on race, religion, sex, sexual orientation, disability, age or any other protected characteristic
- Approaching or disciplining another person's child, or confronting another parent, on the school site
- Entering the school or nursery building or grounds without permission, or refusing to leave when asked
- Making malicious, defamatory or knowingly false allegations
- Being under the influence of alcohol or drugs on site

- Smoking or vaping anywhere on the school grounds, including at the gate
- Bringing dogs onto the site without permission
- Photographing or filming other children or staff on the premises without permission
- Parking dangerously or illegally around the school, blocking driveways or ignoring the safety of children and neighbours

It is enough for a pupil or member of staff to simply feel threatened to impose a ban.

6. Social media and online conduct

We understand that parents and carers use social media, messaging groups and online forums. We ask that these are used responsibly and respectfully. Parents and carers must not post, share or send content about the school, staff, children or other families that is abusive, threatening, defamatory, offensive, or that identifies or invades the privacy of a child or adult.

If you have a concern about the school, please raise it with us directly so we can put it right. Posting complaints publicly makes them harder to resolve and can cause harm to children and staff. Where online behaviour breaches this policy, the school may ask for the content to be removed, report it to the platform, and take the further steps set out in section 8, including contacting the police where a criminal offence may have been committed.

7. Raising a concern or complaint

We want to hear from you if something is wrong. The Complaints Policy explains how to raise concerns formally. In summary:

1. Speak first to your child's class teacher or key person, or contact the school office to arrange a time to talk.
2. If it is not resolved, ask to speak with a senior leader or the Headteacher.
3. If it is still not resolved, you may make a formal complaint, as set out in the Complaints Policy, which includes a route to the Governing Body.

Raising a concern or complaint in good faith will never count as unacceptable behaviour, and it will not affect how your child is treated.

8. How the school will respond

The school's priority is always the safety and wellbeing of children and staff. Our response depends on the seriousness of the behaviour.

8.1 Immediate response

Any member of staff who experiences or witnesses unacceptable behaviour may:

- Calmly ask the person to stop, explain that the behaviour is unacceptable, and offer to continue the conversation when things are calmer or at another time
- End a conversation, phone call or meeting, or ask the person to leave the site
- Call for support from a senior member of staff, who will take charge
- Call the police on 999 where there is a threat to safety, violence, or a crime in progress

Staff will take care to keep children safe and, where possible, out of earshot and sight of any incident.

8.2 Informal and formal steps

For less serious or first-time incidents, a senior member of staff will normally speak with the parent or carer to explain the concern and remind them of this policy. Where behaviour continues, or is more serious, the school may take the following steps, in whatever order is appropriate:

1. **Meeting.** The Headteacher, or another senior leader, meets with the parent or carer to discuss the behaviour and agree how to move forward.
2. **Warning letter.** The Headteacher writes to the parent or carer setting out the behaviour, why it is unacceptable and the consequences of it happening again.
3. **Behaviour agreement.** The school and the parent or carer may agree in writing how they will communicate, which may include limits on how, when and with whom they contact the school.
4. **Restricted contact.** Where communication is excessive, abusive or unreasonable, the school may limit contact to a named member of staff, to written communication, or to set times.
5. **Restricted access to the site.** The parent or carer may be asked to use only certain entrances, to drop off and collect at a specified place, or to arrange for another responsible adult to do so.
6. **Withdrawal of permission to enter the premises (a ban).** In serious cases, or where behaviour continues, the Headteacher may withdraw a person's permission to be on the school site (see section 9).
7. **Police and other agencies.** The school will report criminal behaviour, including assault, threats, harassment and malicious communications, to the police, and may involve the local authority, legal advisers or other agencies.

The school may move straight to any of these steps without following earlier ones where the behaviour is serious. If the ban is imposed immediately due to the severity of the circumstances, the parent must still be given an opportunity to present their side of the story in the form of written representations.

8.3 Welfare of the child

The school will always make sure that a child can attend, learn and be collected safely, and will continue to share information about the child's education and wellbeing in line with the child's best interests, even where restrictions are placed on an adult. Where the school has a safeguarding concern about a child, the Safeguarding and Child Protection Policy takes precedence over this policy.

9. Withdrawing permission to enter the premises

Parents and carers have permission to enter the school site for legitimate purposes, such as dropping off or collecting a child or attending a meeting or event. This permission is not unconditional and can be withdrawn by the school (Headteacher) where behaviour is unacceptable.

- The decision is made by the Headteacher, or the Local Authority in the Headteacher's absence, and is based on the facts, proportionality and the safety of children and staff. It is enough for a member of staff or pupil to feel threatened.
- The school will confirm the decision in writing, giving the reasons, the date it takes effect, how long it lasts, and what arrangements will be put in place so that the child can still attend school and be collected.
- The parent must be given the opportunity to make a written representation in response to a letter banning them from the premises.
- Where an adult enters or remains on the site after permission has been withdrawn, they may be asked to leave, and the police may be called. Causing a nuisance or disturbance on school premises can be a criminal offence under section 547 of the Education Act 1996.
- The decision will be reviewed at regular intervals and permission may be reinstated, with or without conditions, when the school is satisfied that it is safe to do so.

10. Right to respond and appeal

A parent or carer who is subject to a warning, restriction or ban will be given the opportunity to respond. A request to review the decision should be made in writing to the Chair of Governors who will respond within ten days. The parent or carer will be told the outcome in writing. Any restriction will remain in place while the review is under way.

11. Supporting staff

The school takes violence and abuse towards staff seriously. Staff will be supported after any incident, and every incident will be recorded on the school's incident log with the date, those involved, what happened, any witnesses and what action was taken. Incidents will be reviewed by the Headteacher and reported to governors, and used to improve the way the school prevents and manages unacceptable behaviour.

12. Communicating this policy

- This policy is available on the school website and from the school office.
- New parents and carers are given a copy, or told where to find it, when their child joins the school or nursery.

- It is referred to in the Home-School Agreement and in other communications as needed.
- Staff are made aware of this policy during induction and updated regularly, so they know how to respond.

13. Monitoring and review

This policy is monitored by the Headteacher and Governing Body, and reviewed every year or sooner following any significant incident or change in guidance.

14. Related policies

- Complaints Policy
- Safeguarding and Child Protection Policy
- Behaviour Policy
- Home-School Agreement
- Health and Safety Policy
- Visitors Policy
- Social Media and Online Safety Policy
- Equality Policy