

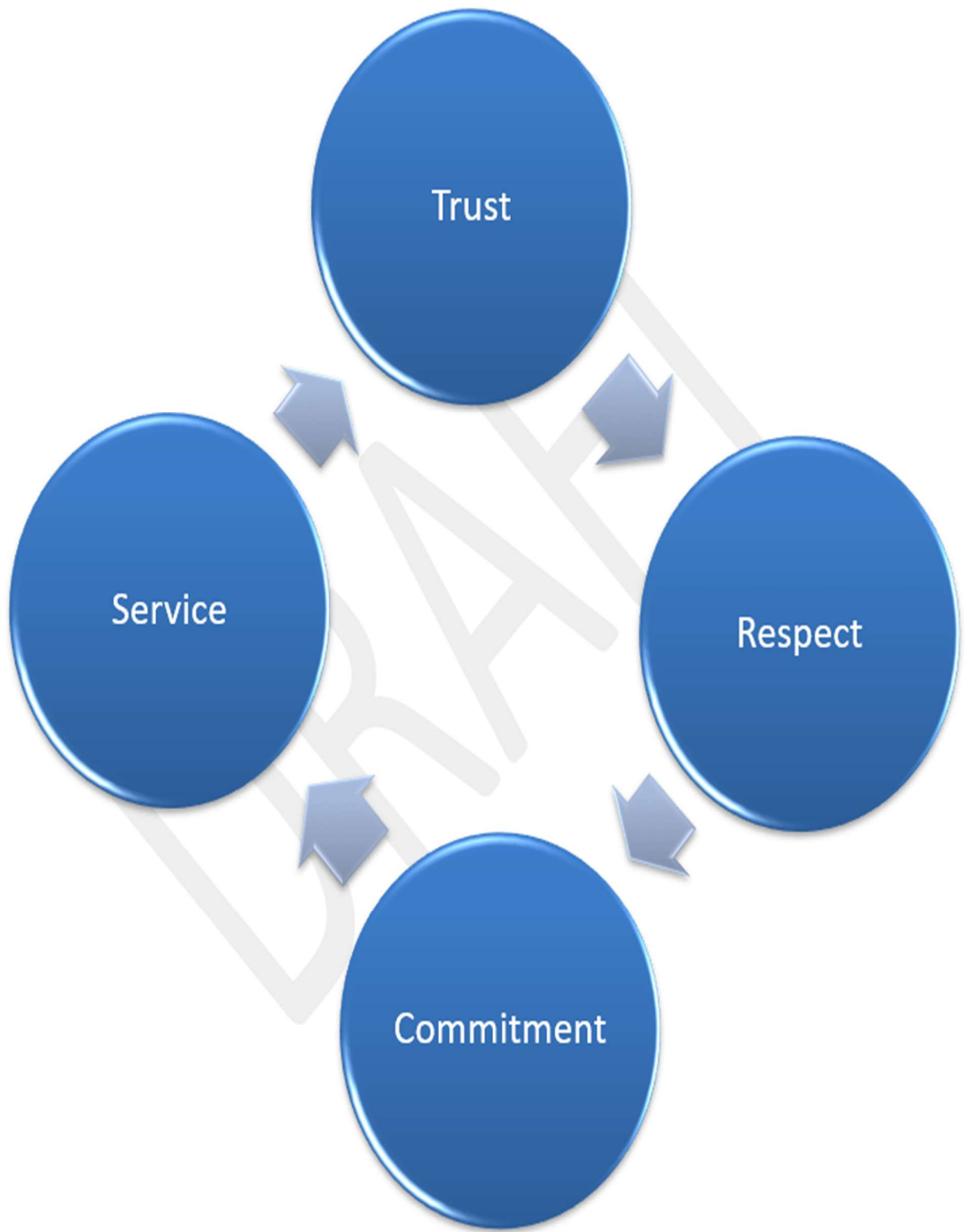


# **Chess Valley Trust**

**A primary learning community**

Parent/Carer Code of Conduct

**Next Review Date :- April 2027**



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## **Statement of intent**

At Chess Valley Primary Learning Trust, we strive to build a strong relationship with parents 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 trust implements a specifically designed set of rules regarding behaviour and conduct which parents 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 may result in individuals being removed from the premises.

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

For the purpose of the policy, The Trust includes all schools within Chess Valley Primary Learning Trust

## **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:

- Updated DfE Guidance – keeping Children Safe in Education
- DfE (2018) Access to the Trust Premises

This document operates in conjunction with the following Trust policies:

- Safeguarding and Child Protection Policy
  - Complaints Procedure
- Parents Handbook

## **2. Expectations of Chess Valley Primary Learning Trust**

Our Trust expects parents to:

- Act in accordance with this code of conduct at all times.
- Support and reflect the Trust Ethos and Values through their behaviour.

- Set a good example to pupils through their behaviour and the way they interact with staff, pupils and other adults.
- Work together with staff for the benefit of their child.
- Treat all governors, staff members, pupils, other parents and any other individuals connected to the Trust 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 Trust to bring about a peaceful solution to any issue.
- Correct their child's behaviour appropriately, particularly on the Trust grounds where it could otherwise lead to conflict or aggressive or unsafe behaviour.
- Respect the Trusts' property and environment by keeping it clean and tidy.
- Follow the Trusts' parking rules and procedures for dropping off and collecting pupils from the Trust Properties.
- Dress in an appropriate manner when on the Trust premises and attending Trust events.
- Ensure their dress and appearance reflects that they are role models for pupils.

### **Trust policies and procedures**

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

- Safeguarding and Child Protection Policy
- Complaints Policy
- Parents Handbook

Parents can request copies of all relevant policies and procedures from the school office, or they are available to download on the Trust & School websites.

### **3. Inappropriate behaviour**

The Trust takes instances of inappropriate behaviour very seriously and will not tolerate any circumstances that may make pupils, staff members and other members of the Trust community feel threatened.

Parental behaviour that the Trust does not tolerate includes, but is not limited to, the following:

- Disruptive behaviour which interferes or threatens to interfere with any of the Trust's normal operation or activities anywhere on the Trust Premises.
- Using loud or offensive language or displaying temper
- Making racist comments or discriminating against any member of the Trust community, including pupils, staff, governors and other parents.
- Threatening in any way a member of staff, visitor, fellow parent/carer or child

- Damaging or destroying Trust property
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the Trust community
- Defamatory, offensive or derogatory comments regarding the Trust or any pupils/parents/staff/governors at the Trust on Facebook or other sites
- The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of your own child on Trust premises
- Sexual harassment and unacceptable behaviours which may include but is not limited to sexual or lewd comments, making inappropriate comments about a person's presentation including clothes and appearance, calling someone names, making jokes or taunting someone using sexualized language or inappropriate physical behaviours.
- Sexual exploitation, coercion and threats. Such behaviour will be reported to the authorities and may/will have legal consequences
- The use of smartphones or other recording equipment to film any children on Trust grounds, even if this is just of your own child
- 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)
- Smoking, taking illegal drugs or the consumption of alcohol on Trust premises
- Dogs being brought on to the Trust Premises (other than Guide Dogs)
- Trespassing on Trust property without prior permission or implied license.
- Breaching the Trust's security procedures
- Participating in unnecessary physical contact with an individual
- Psychologically harassing any member of the Trust community, including displaying vexatious behaviour which is humiliating for the individual and is damaging to their self-esteem
- Arriving on Trust premises partially clothed
- Driving unsafely withing the vicinity of the Trust
- Ignoring parking rules and permits

## The Use of Social Media

Most people take part in online activities and social media. It's fun, interesting and keeps us connected.

The Trust has social media pages which allow parents to respond to messages about children's learning and trust events and encourages you to positively participate if you wish.

'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 Trust, Trust Staff, Parents and Children. Parents are encouraged to raise concerns through the Trusts complaints procedure rather than through social media

We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, member of staff or child.

If parents have any concerns about their child in relation to the Trust, they should:

1. Initially contact the class teacher
2. If the concern remains, they should contact the Head Teacher
3. If still unresolved, follow the Trust's handling complaints procedure (available on the Trust Website).

They should not use social media as a medium to air any concerns or grievances. Online activity which we consider inappropriate:

- Identifying or posting images/videos of children.
- Abusive or personal comments about staff, governors, children or other parents.
- Bringing the Trust into disrepute.
- Posting defamatory or libelous comments.
- Emails circulated or sent directly with abusive or personal comments about staff or children.
- Using social media to publicly challenge Trust policies or discuss issues about individual children or members of staff.
- Threatening behaviour, such as verbally intimidating staff, or using bad language.
- Breaching Trust security procedures.
- Online sexual harassment, sharing of unwanted explicit conduct and making unwanted sexual comments and messages on social media will be reported to the authorities and may/will have legal consequences.

Please refrain from using mobile phones on site wherever possible and specifically when you greet your child.

#### **4. Managing inappropriate behaviour**

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

Instances of parents displaying inappropriate behaviour will be managed in a variety of ways, depending on the severity of the situation.

When a parent 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(s) from the Trust premises
- Contacting the Police
- Seeking legal redress through the courts
- Restricting the parents' channels of communication to the Trust
- Reporting content the parent has posted online to the Websites admin
- Referring the case to children's social care, where the behaviour indicates that the parent poses a risk to children

Any child protection and safeguarding concerns will be addressed in accordance with the Trust's Child Protection and Safeguarding Policy.

The Trust may require individuals displaying abusive, threatening or disruptive behaviour to leave the premises immediately. 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.

In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will in the first instance be referred to the Police. This will include any or all cases of threats or violence and actual violence to any child, staff, governor or other visitor in the Trust. This will also include anything that could be seen as a sign of harassment of any member of the Trust community, such as any form of insulting social media post or any form of social media cyber bullying

If a parent 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 a parent persistently displays unacceptable and inappropriate behaviour, this may result in them being barred from the Trust premises, in line with [section 5](#) of this policy.

## **5. Barring from the Trust premises**

The Trust has the right to bar a parent from the premises to keep the Trust community safe. If a parent is displaying inappropriate or concerning behaviour, they will be asked to leave the premises. Behaviour that could result in a parent being asked to leave 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 persistently or consistently behaves inappropriately on the Trust site, or there is a one-off incident of extremely inappropriate behaviour, the Trust reserves the right to bar this individual from the Trust site.

The Trust will either:

- Bar the parent temporarily, until the parent has had the opportunity to formally present their side.
- Inform the parents that they intend to bar them and invite them to present their side.

The Headteacher will send a letter to the parents, 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
- Arrangements for drop-off and collection of children

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, it may be extended.

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

Note:

(1) A ban from the Trust can be introduced without having to go through all the steps offered above in the most serious cases.

(2) Site bans will normally be time-limited to a term in the first instance

The Trust will apply this policy fairly and consistently, making reasonable adjustments where appropriate in accordance with the Equality Act 2010

## **6. Monitoring and review**

The next scheduled review date for this document is April 2027.

All Parents will be provided with a copy of this code of conduct upon their child's attendance at the Trust and are required to familiarise themselves with the procedures and guidelines outlined.

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

## **Appendix A-Parent/Carer Code of Conduct Agreement**

I understand my obligations under this code of conduct and agree to comply fully with them. I will ensure that my conduct does not breach this code in any way, including not:

- Being abusive or threatening to any member of the Trust Community
- Any form of sexual harassment or unacceptable behaviours, sexual exploitation, coercion or threats both offline and online.
- Dressing in an inappropriate manner
- Behaving inappropriately or aggressively in any way
- Trespassing on Trust property
- Smoking, Drinking alcohol or taking any illegal or harmful substance on the Trust premises
- Sending inappropriate, abusive or aggressive messages to Trust Staff
- Requesting to 'Follow' or 'Friend' Trust staff on social media

**Appendix B – Warning letter following an incident that breaks the Parent/Carer code of Conduct**

Dear

**Your conduct on (*insert date*)**

I have received a report about your unacceptable conduct on [DATE] at approximately [TIME] when I have been informed that you [SUMMARY OF INCIDENT, INCLUDING EFFECT UPON STAFF, PUPILS OR OTHER PARENTS].

I must inform you that the Trust will not tolerate conduct of this nature (*on its premises*) and will act to defend its teachers, members of staff, students and their parents, and other members of the Trust community.

I am therefore putting you on notice that, if I receive a further report of unacceptable conduct from you, I will have no option but to instigate the Trusts formal procedure to withdraw your permission to enter or be on the premises of the Trust.

A copy of the Parent /Carer Code of Conduct is attached for your consideration. I should warn you that, if your permission to enter or be on Trust premises is withdrawn, you can be removed from the premises by a police officer and you may be prosecuted under Section 547 of the Education Act 1996.

If you have any concerns about the Trust which have led to your unacceptable conduct, you should raise these with us in accordance with the Complaints Policy, a copy of which is attached for your consideration.

I trust that we will now be able to put this matter firmly behind us.

Yours sincerely,

Head Teacher

**Appendix C – Ban from Trust premises for time-limited period Whilst obtaining the parents account /representations**

Dear

**Your conduct on Trust premises on *(insert date)***

I refer to the incident that took place on Trust premises today *(or insert relevant day)* when you *(insert details of the incident)*.

*If the Head did not witness the incident, the following text may be used:* I have considered the witness accounts of the incident, *(if relevant: including your own)*, and it would appear *(insert details of incident)*.

Your behaviour falls short of the standard of conduct expected of those visiting the Trust. *(Omit if this is a first incident – As you will remember, I have previously warned you about your behaviour when I wrote to you on *(date)*). I have considered the matter very carefully and have decided that you should not be allowed onto the Trust premises in the interests of the safety and wellbeing of staff and the pupils of this Trust. This ban will continue until *(date)* or until any representations by yourself have been reviewed and a date set.*

In the meantime, you are not permitted to enter the site without the previous prior permission of myself. You will have to make alternative arrangements for the delivery and collection of your children *(or head can put arrangements they are willing to put in place here)*

*(option a)* Should you wish to respond to the contents of this letter and make representations to the Chair of Governors as to why you should not be banned from the Trust premises then please put this in writing no later than 10 working days from date of receipt of this letter.

*(option b)* I am imposing a temporary ban on your entering the Trust site at ..., pending your response to this letter. This ban is effective as detailed above with effect from .... and you must arrange for another responsible adult to bring your children to School each day if they require meeting on the school premises. You may not enter any part of the site.

You should be aware that Section 547 of the Education Act 1996 makes it a criminal offence for a person to be present on educational premises without lawful authority and to cause or permit nuisance or disturbance to the annoyance of the people who lawfully use the premises. Therefore, if you choose to ignore the warning contained in this letter, we will have no hesitation in taking formal action.

If you do not comply with this ban, you may be guilty of causing a nuisance or disturbance on educational premises. This is a criminal offence under section 547 of the Education Act 1996 (updated 2002). If you were to commit this offence, you would be liable to prosecution in the magistrate's court, if you were to be convicted you would be liable to a fine and a criminal conviction.

If you need to speak to me or a member of staff about any matter, please telephone

and I will make the necessary arrangements and confirm them to you in writing. You will not be allowed to come onto the school site unless you have a letter from me giving you authorisation.

I regret that I have had to take this action and hope that I can rely on your cooperation.

Yours Sincerely

Head Teacher