

Greenvale Primary School



PARENT AND VISITOR CODE OF CONDUCT

Policy Date	September 2025
Signed by Headteacher	Mrs A Allnutt
Review Date	September 2027

Contents

1. Purpose and scope	1
2. Our expectations and parents/visitors.....	1
3. Breaching the Parent and Visitor Code of Conduct	2

Purpose and scope

This policy has been written taking into account the DfE Guidance ‘Controlling Access to School Premises’ November 2018.

At Greenvale Primary School, we value the positive relationships forged between parents and visitors to the school. We encourage close links with parents and the community and believe that pupils benefit when the relationship between home and school is a positive one. We also strive to make our school a place where as adults we model for pupils the behaviour we teach and expect. In general, we place a high importance on good manners, positive communication and mutual respect.

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the Employee Code of Conduct) and pupils (through our Behaviour for Learning policy).

This code of conduct aims to help the school work together with parents and visitors by setting guidelines on appropriate behaviour within our school grounds. We use the term ‘parents’ to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as a grandparent or child minder)

The overriding principle is, however, that all members of the school community have the right to work without fear of aggression or abuse from parents/visitors. The board of governors has a requirement to protect staff and pupils from such aggression.

Our expectations of parents and other visitors

We expect parents and other visitors to:

- Respect the ethos, visions and values of our school
- Work together with staff in the best interests of our school and adhere to relevant policies
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful solution to all issues

Please be aware that we are a **NUT FREE SCHOOL** and request that no food items containing nuts are brought on to the school premises.

Behaviour that will not be tolerated

We consider that aggressive, abusive or insulting behaviour or language from a parent or visitor presents a risk to staff or pupils. Unacceptable behaviour is such that make a member of staff or pupil **feel** threatened. This can be through face-to-face contact, on the telephone or written communication (**including social media**). The following is not an exhaustive list but seeks to provide illustrations of such behaviour.

- Any kind of insult as an attempt to demean, embarrass or undermine
- Any kind of threat to any member of the school community
- Displaying a temper or shouting at members of staff, pupils or other parents
- Physical intimidation, e.g. by standing very close to her / him and the use of aggressive hand gestures, posturing
- Use of foul and/or abusive language to members of the school community

- Use of foul language on the school grounds (this includes within conversation with another parent/visitor)
- Extreme or repetitive verbal or written abuse which causes personal offence or distress
- Sexual, racial, homophobic, biphobic, transphobic, xenophobic or other harassment
- Any kind of physical abuse
- Allegations that turn out to be malicious or upsetting
- Disrupting or threatening to disrupt school operations (including events on the school grounds such as sports or shows)
- Sending abusive messages to another member of the school community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms

The Department for Education/Government and Governors of Greenvale Primary School considers the use of social media websites being used in this way as unacceptable. Any concerns you may have about the school or your child/children must be made through the appropriate channels by speaking to the class teacher, the Headteacher or the Chair of Governors, where they will be dealt with fairly, appropriately and effectively for all concerned.

Libellous or Defamatory posts - In the event that any pupil or parent/carer of a child/children at Greenvale Primary School is found to be posting libellous or defamatory comments on Facebook or other social network sites, 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.

Cyber Bullying – we take very seriously the use of cyber bullying by one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying. The school will also consider its legal options to deal with any such misuse on social networking and other sites.

Breaching the Code of Conduct

If the school suspects, or becomes aware, that a parent or visitor has breached the code of conduct, the school will gather information from those involved and speak to the individual about the incident.

Depending on the nature of the incident, the school may then:

- Invite the parent/visitor in to school to meet with the Headteacher
- Send a warning letter
- Contact the appropriate authorities (in cases of criminal behaviour)
- Ban the individual from the school site

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the Headteacher.

The Headteacher will consult the Chair of Governors before banning an individual from the school site.