



**Parent, Carer and Visitor  
Behaviour on School  
Premises  
Code of Conduct**

## **AIMS and PURPOSE of the Code of Conduct**

Day to day access to a school is within the control of the Principal. Parents, carers and visitors are granted 'limited licence' to visit the grounds and buildings of the school.

The continued success of our school community is based on a commitment to ensuring the best possible outcomes for all our children. We recognise the importance of working in partnership with parents and carers in order to achieve this and foster positive relationships which are based on trust and mutual respect.

Most of our parents and carers are keen to work with us and are supportive of the school's work. If a parent or carer has concerns we will always listen and seek to address them.

At Langford Village Academy we are committed to:

- Listening to parents carefully and respectfully, including allocating an appropriate length of time for pre-arranged meetings
- Responding appropriately to concerns raised
- Outlining any actions that may be required
- Updating parents and carers on progress and outcomes of the concern
- Listening and responding to updates from parents and carers

At Langford Village Academy we expect parents and carers to:

- Communicate their concern respectfully and accurately
- Listen to and consider the responses from the school
- Work in partnership with the school in order to reach a resolution, including supporting the Langford Village Academy's Positive Behaviour Policy
- Allow time for the school to respond to concerns (3 – 5 working days)
- Acknowledge past support and intervention made by the school

*Parents and carers should not make allegations against staff or the school or bring the school into disrepute on social media sites.*

A failure to keep to the above standards is likely to limit the school's ability to respond effectively to concerns.

Parents and carers are not permitted to discipline a child who is not their own. They must seek support from a member of staff. Parents or carers who take matters into their own hands may be subject to safeguarding action being taken against them by the school or by the parent(s) of the child involved.

**Review Date: December 2026**

## **HOME SCHOOL AGREEMENT**

At the beginning of each academic year Parents and carers are asked to sign the Home School Agreement which sets out expectations of conduct for pupils, parents and carers and staff at the school. Parents and carers are asked to abide by this agreement at all times.

**Do not park in the Staff Car Park to ensure the safety of our children.**

*All members of staff have the right to ask drivers to move their cars at any time.*

## **TYPES OF UNACCEPTABLE BEHAVIOUR**

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

- Disruptive behaviour or disorderly conduct which interferes or threatens to interfere with the running of a meeting, classroom, office or any other area of the school grounds
- Use of loud/or offensive language including shouting, swearing, using profane language, attempting to physically or verbally intimidate, use of aggressive hand gestures or displaying temper
- Threatening to harm a member of school staff, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence
- Damaging or destroying school property
- A breach of the school's no parking policy in the staff car park
- Sending abusive or threatening e-mails or text/voicemail/phone messages or other written communications
- Defamation of the school or staff character on Facebook or other social networking sites
- The use of physical or verbal 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 their actions towards your own children
- Smoking and consumption of alcohol or illegal drugs on school premises
- Dogs being brought on to school premises with the exception of assistance dogs.

## **STEPS TO BE TAKEN IN THE EVENT OF UNACCEPTABLE BEHAVIOUR**

### **STEP 1: VERBAL WARNING**

The Principal (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 more serious action being taken. If the Principal has been subject to abuse this will be done by the Chair of Governors (or another appointed governor). If any such incident occurs near to or within school holidays, weekends or out of reasonable hours, the Chair of Governors (or another appointed governor) will write to the person or persons highlighting the incident and any relevant particulars.

### **STEP 2: WRITTEN WARNING**

If a second incident occurs involving the same person or persons, the Principal will write to the adult(s) informing them once again that this conduct is unacceptable. As with Step 1, if the Principal has been subject to abuse this will be done by the Chair or Governors or other 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 will be referred to the police immediately. See STEP 2 example letter.

### **STEP 3: EXCLUSION FROM SCHOOL PREMISES**

If such an incident recurs or if an initial incident is considered serious enough, the Chair of Governors (or other appointed governor) will enforce an exclusion from school premises.

### **STEP 4: 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 Sectio547 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.

## **STEP 2 LETTER**

This is an example of a warning letter to be sent to a parent, carer or visitor who has caused a disturbance at the school. The actual wording may need to be varied according to the circumstances. It is advisable to discuss the matter with the LA before sending such a letter.

Dear

I have received a report from the Principal of Langford Village Academy about your unacceptable conduct on (date).

(Provide a brief summary of the incident and its effect on staff and pupils)

I note that you have had a private conversation about your unacceptable behaviour in the past and you reassured me (or member of the SLT) that such an incident would not be repeated. Therefore, this serves as your written warning.

I must inform you that the governors will not tolerate conduct of this nature and will act to defend school staff and pupils.

(Optional) If you are unhappy about any aspect of your child's education then you can arrange to have a meeting with the Principal at an appropriate time and place.

This letter serves as a final written warning, in accordance with our Parent, Carer and Visitor Code of Conduct and Behaviour on School Premises Policy. I must inform you that any repetition of such behaviour will lead to an immediate withdrawal of permission for you to enter the school premises.

Should you wish to discuss the content of this letter, please make an appointment to see me via the school office

Yours sincerely

cc: Principal

### **STEP 3 LETTER 1**

This is an example of an initial ban letter to be sent to a parent, carer or visitor who has caused a disturbance at the school. The actual wording may need to be varied according to the circumstances. The matter must be discussed with the LA before sending such a letter. At this stage, the ban takes effect immediately, but as the letter indicates, the parent must be enabled to make representations. A period of a week is recommended to allow for this, at the end of which the Chair of Governors should consider any representations made, then make a decision to either confirm the ban or discontinue it.

Dear

I have received a report from the Principal of Langford Village Academy about your unacceptable conduct on (date). (Provide a brief summary of the incident and its effect on staff and pupils)

I note that you have had a private conversation and a written warning about your conduct in the past.

I must inform you that the governors will not tolerate conduct of this nature and will act to defend school staff and pupils. On the advice of the Principal, I am therefore instructing you that until I have reviewed this incident, you are not to enter the school premises. If you do not comply with this instruction, I shall arrange for you to be removed from the premises. If you cause a nuisance or disturbance on the premises you may be prosecuted under section 547 of the Education Act 1996; if convicted under this section, you are currently liable to a fine of £500.

Special arrangements can be made for you to meet with the Principal, if necessary, but this may only be with the written permission of the governors. The withdrawal of permission for you to enter the school premises takes effect immediately and will be in place for (insert days) school days in the first instance. If you wish to appeal this decision, you have the opportunity to write to me with any comments or observations of your own in relation to the report that I have received from the Principal. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct.

If you do wish to appeal, please send me any written comments you wish to make by (date 10 school days from date of letter) so that I can take a further look into this case and make a decision on any appeal. If, on receipt of your comments, I consider that my decision should be confirmed, you will be supplied with details of how to pursue a review of your case.

Yours sincerely

cc: Principal and LA

**STEP 3 LETTER 2**

This is an example of a letter to state that a ban is being upheld. The actual wording may need to be varied according to the circumstances.

Dear

On (date) I wrote to inform you that on the advice of the Principal I had withdrawn permission for you to come onto the premises of Langford Village Academy Primary School. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by (date). I have not received a written response from you/I have received a letter from you dated (date), the contents of which I have carefully considered.

In the circumstances, and after further consideration of the Principal’s report, I have determined that the decision to withdraw permission for you to come onto school premises should be confirmed. I am therefore instructing that, until further notice, you are not to come onto the premises of the school without the prior knowledge and approval of the Principal. If you do not comply with this instruction I shall arrange for you to be removed from the premises of the school. If you cause a nuisance or disturbance on the premises, you may be prosecuted under Section 547 of the Education Act 1996; if convicted under this section, you are liable to a fine of up to £500.

Even though we have taken this decision, the Principal and staff at Langford Village Academy remain committed to the education of your child(ren), who must continue to attend school as normal (insert for primary age children) under the arrangements set out in my previous letter.

This decision will be reviewed again (insert review date which should be a reasonable period and no longer than 6 months).

When deciding whether it will be necessary to extend the withdrawal of permission to come onto the school premises, consideration will be given to the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you; and any evidence of your co-operation with the school in other respects. If you wish to pursue the matter further you have a right to complain to a panel of school governors who have not been involved previously and who will consider the circumstances of the decision to withdraw permission for you to come on to the school site. You can make your complaint by writing to the Clerk to the Governors, c/o..... School.

(Where the incident has arisen in the context of a parental complaint against the school, the following may be inserted) Finally, I would advise you that I have asked the Principal to ensure that your complaint that (insert details) is considered under the appropriate stage of the school’s parental complaints procedure. The school will contact you about this in due course.

Yours sincerely

cc: Principal and LA