



Whittingham C of E Primary School Parents and Carers Code of Conduct 2025-6

Contents:

[Statement of intent](#)

1. [Legal framework](#)
2. [Expectations](#)
3. [Inappropriate behaviour](#)
4. [Managing inappropriate behaviour](#)
5. [Barring from the school premises](#)
6. [Monitoring and review](#)

Statement of intent

At Whittingham C of E Primary School, we are extremely ambitious for our children, always striving for them to have the best opportunities we can provide. We have dedicated and inspirational staff team who work hard to create a welcoming and safe learning environment.

Our school implements a specifically designed set of rules regarding behaviour and conduct which parents, carers and family members 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 way parents, carers and family members are expected to act whilst on or around the school premises, as well as detailing the type of behaviour that will not be tolerated.

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 (2021) 'Keeping children safe in education'
- DfE (2018) 'Controlling access to the school premises'

This document operates in conjunction with the following school policies:

- Complaints Procedures Policy
- Stress Management Policy
- Social Media Policy
- Child Protection and Safeguarding Policy
- Smoke-free Policy
- Drug and Alcohol Policy

2. Expectations

Our school expects parents, carers and family members to:

- Act in accordance with this code of conduct at all times.
- Support and reflect the school's ethos, values and rules 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 school with dignity and respect.
- Work with calmly and positively 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.
- Correct their child's behaviour appropriately, particularly on the school grounds where it could otherwise lead to conflict or aggressive or unsafe behaviour.
- Respect the school's property and environment by keeping it clean and tidy.
- Follow the school's parking rules and procedures for dropping-off and collecting pupils from school.

School policies and procedures

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

- Smoke-free Policy
- Drug and Alcohol Policy
- Social Media Policy

Parents and Carers can request copies of all relevant policies and procedures from the school office.

3. 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.

Behaviour that the school does not tolerate includes the following:

- Using foul, abusive or offensive language
- Raising voices inappropriately at another individual
- Making racist or sexual comments
- Displaying an aggressive manner. For example, hand gestures, e.g. raising fists and fingers
- Discriminating against any member of the school community, including pupils, staff, governors and other parents
- 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 without prior permission or implied licence
- 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
- 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 or pupil to discuss or reprimand them because of an issue between pupils
- Threatening any member of the school community in any way
- Smoking on the school premises
- Taking illegal or harmful drugs while on the school premises
- Drinking alcohol on the school premises, unless it has been authorised and supplied by the school
- Taking photographs or videos on the school premises without permission from the school
- Driving unsafely within the vicinity of the school
- Not following school rules and guidelines

4. Managing inappropriate behaviour

If a parent, carer or family member 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.

If inappropriate behaviour is directed at the Headteacher, a report will be made to the Governing Body, with the support of the Clerk to the Governors in the first instance, who will decide on the most appropriate course of action.

Parents and Carers are asked to raise concerns regarding another parent's behaviour or conduct directly with their child's class teacher or the Headteacher and not to approach the parent themselves.

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

When a parent, carer or family member 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 or family member from the school premises
- Contacting the police
- Seeking legal redress through the courts
- Restricting the parent, carer or family member's channels of communication to the school, e.g. no longer allowing the parent to send emails to a staff member directly
- Reporting content the parent, carer or family member has posted online to the website's admin
- Referring the case to children's social care, where the behaviour indicates that the parent, carer or family member 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 or family member is being violent or has committed assault, or where the event has caused harm to an individual (physical or verbal).

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

5. Barring from the school premises

The school has the right to bar a parent, carer or family member from the premises to keep the school community safe.

If a parent, carer or family member is displaying inappropriate or concerning behaviour, they will be asked to leave the school premises.

Behaviour that could result in a parent, carer or family member 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 or family member 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 the individual (s) from the school site.

The school will either:

- Bar the parent temporarily, until the parent, carer or family member has had the opportunity to formally present their side.

OR

- Inform the parent, carer or family member that they intend to bar them and invite them to present their side.

The Headteacher and Governing Body work extremely closely. The Headteacher's decision to bar the parent will be fully discussed with the Chair of Governors and a small committee of Governors seeking advice from the Clerk to Governors and Northumberland County Council as necessary before any decisions are made.

The Headteacher will send a letter to the parent, carer or family member 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 in a sealed envelope marked 'For the attention of the Chair of Governors – Private and Confidential' within 10 working days

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 or family member 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 or family member's conduct, it may be extended.

Once the appeal process 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.

6. Monitoring and review

This document will be reviewed on an annual basis by the Headteacher and any changes made will be communicated to all parents and staff at the school.

The next scheduled review date for this document is September 2026