

Marshlands Primary School



Code of Conduct for Parents and Visitors

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1. Introduction

At Marshlands Primary School, we strive to build a strong relationship with parents and the wider community to help create a stimulating environment that continues from school to home, providing all pupils with the opportunity to achieve to the best of their ability. All staff members have the right to work without fear of violence or abuse. In order to create a welcoming and safe learning environment, the school therefore has a specifically designed code of conduct for parents/visitors to follow when they are on the school site. The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. However, there are rare occasions when a negative attitude towards the school is expressed, which can result in aggression, verbal and or physical abuse towards members of school staff or the wider school community. The governing body expects and requires its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self-defence. This document outlines the manner in which parents and visitors are expected to act whilst on the school site, the types of behaviour that will not be tolerated and the steps that will be taken where behaviour is unacceptable.

2. Expectations Our school expects parents and visitors to:

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- Act in accordance with this code of conduct at all times
- Support and reflect the school's 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(ren)
- Treat all governors, staff members, pupils, other parents and any other individuals connected to the school 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 school to bring about a peaceful solution to any issue
- Correct their child's behaviour appropriately, especially on the school grounds where it could otherwise lead to conflict or aggressive or unsafe behaviour
- Respect the school's propriety and environment by keeping it clean and tidy
- Follow the school's procedures for dropping-off and collecting pupils from school
- Ensure their dress and appearance reflects that they are role models for the pupils and are not offensive.

Parents, carers and visitors are required to act in accordance with all relevant school policies and procedures at all times including, but not limited to:

- Smoke-Free Policy

- Drug and Alcohol Policy

3. Types of unacceptable 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. Posters will be on view around school to highlight the school's zero tolerance to abuse.

The types of behaviour listed below are considered serious and unacceptable and will not be tolerated:

- using foul, abusive or offensive language
- shouting or raising voices inappropriately at another individual either in person or over the telephone
- physically intimidating a member of the school community, e.g. standing very close to her/him
- the use of aggressive hand gestures e.g. raising fists or fingers
- threatening behaviour
- discriminating against any member of the school community (staff, pupils, governors, other parents/carers)
- Bullying, harassment or intimidation, including physical, verbal and sexual abuse offline and online
- Sending aggressive, abusive or threatening messages, emails or other communications to any member of the school community
- Causing intentional damage to school property
- Using physical violence on the school premises towards a member of the school community
- Physically intimidating an individual or 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
- spitting;
- breaching the school's security procedures
- Smoking (including vaping), taking illegal or harmful drugs or drinking alcohol on the school premises or being under the influence of drink or drugs on site.

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Unacceptable behaviour may result in the local authority and the police being informed of the incident.

4. Managing inappropriate behaviour

If a parent/carer behaves in an unacceptable way towards a member of the school community, the staff member will log this. The SLT will seek to resolve the situation through discussion and mediation.

Parents/carers will raise concerns regarding another parent's behaviour or conduct directly with their child's class teacher or school office. Parents must not approach other parents or other children themselves.

Instances of parents displaying inappropriate behaviour will be managed in a variety of ways, depending on the severity of the situation. In all cases, a letter will be sent to the parent/carer reminding them their behaviour was not acceptable and advising that should it continue, a ban may be issued.

SLT will contact parents/carers/visitors to discuss any inappropriate behaviour and attempt to resolve the issue.

If a parent/carer/visitor 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 this individual from the school site for a period of time subject to review.

The school may also call the Police and an incident form must be completed.

5. Imposing a ban

The following steps must be taken when imposing a ban:

1. The parent/carer/visitor will be informed, in writing, that he/she is banned from the premises and the reasons for this. The letter will also state that this ban is subject to review and the time-frame for this. It will also outline what will happen if the ban is breached, e.g. that police involvement or an injunction application may follow. Where an assault has led to a ban, a statement indicating that the matter has been reported to the local authority and the police will be included.
2. The chair of governors and the LA will be informed of the ban
3. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified. Following the review the ban may be lifted or, if there are grounds for continued concern regarding the parent's conduct, it may be extended.

6. Role of the local authority

The local authority itself may take action where behaviour is unacceptable or there are serious breaches of our home-school code of conduct or health and safety legislation. In implementing this policy, the school will, as appropriate, seek advice from the Local