



The Telford Park School

Ensuring Excellence

Parent and Visitor Code of Conduct

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Parent and Visitor Code Of Conduct

Policy Name:	Parent and Visitor Code of Conduct
Headteacher:	Mrs H Rigby
School Standards Committee:	Mr S Mirza
Date:	September 2023
Date for policy review:	September 2024

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Parent and Visitor Code of Conduct

1. Purpose and scope

At Telford Park School we are very fortunate to have supportive and friendly parent/carer bodies. Our parents/carers recognise that educating children is a process that involves partnership between parents/carers, teachers and the school community. As a partnership, our parents/carers will understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our school.

Our approach is based on a fundamental belief that all young people have talent and the potential to achieve more than they ever thought possible.

Success is based upon achievement in three main areas:

- Academic: Excellent standards and outstanding progress are a prerequisite for success in life equipping young people with the skills and knowledge they will need to be successful, happy and productive citizens. Create a safe, respectful and inclusive environment for pupils, staff and parents
- Social: Excellent relationships for learning are a prerequisite for all other achievements. Relationships that engender mutual respect between young people, and all other members of our academies' communities will ensure learning can be fun in a disciplined and caring environment where the highest expectations are the norm.
- Personal: All young people achieve things they can be proud of every day in addition to academic success and outside our school's planned curriculum. We have a vital role in ensuring individuals develop their own talents and interests and have a responsibility to instil in them a sense of pride in who they are and what they achieve.

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff and volunteers (through the staff code of conduct) and pupils (through our behaviour policy).

This code of conduct aims to help the school work together with parents by setting guidelines on appropriate behaviour.

We use the term 'parents'/'carers' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

2. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school
- Work together with staff in the best interests of our pupils
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful solution to all issues
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern

3. Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, pupils or other parent/carers/visitors
- Threatening another member of the school community
- 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
- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than guide dogs)

4. Breaching the code of conduct

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

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

- Send a warning letter to the parent/carer/visitor
- Invite the parent into school to meet with a senior member of staff or the headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from Browne Jacobson (our legal SLA) regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent/carer/visitor 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 the SSC before banning a parent from the school site.

5. Related reading

- [Behaviour Policy \(Pupils\)](#)
- [Child Protection and Safeguarding Policy](#)
- [Complaints Policy](#)
- [Data Protection Policy](#)
- [Health & Safety Policy](#)
- [Keeping Children Safe in Education 2023](#)
- [Telford and Wrekin Safeguarding Partnership](#)
- [Whistleblowing Policy](#)
- [Working Together to Safeguard Children 2018](#)



Appendix 1: model letters

Initial warning letter from the headteacher

Date

Dear example parent/carer,

Here at the Telford Park School we are committed to developing positive relationships with parents and carers. An important part of this is our commitment to provide appropriate opportunities for parents and carers to meet with relevant members of staff in school. If you have any concerns we will always listen and seek to address them.

It has, however, been reported to me that on in your telephone conversation with you were rude and threatening towards her and refused to make an appointment to come in to school following your son's exclusion. This is further to a previous incident where abusive language and behaviour were used.

Please be aware that abusive, threatening or violent behaviour towards staff cannot be tolerated. It is important that we now meet so that I can explain these expectations further, and seek reassurances with respect to your future conduct. I will need these reassurances in order that I can maintain the current arrangements regarding your access to meetings and telephone calls with staff in school.

My personal assistant will be contacting you shortly to arrange a mutually convenient time and date to meet.

Yours sincerely

Mrs H Rigby
Headteacher



Artsmark
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Awarded by Arts
Council England



Headteacher
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Model letter banning a parent from the school site

Dear example parent/carer,

Here at The Telford Park School we are committed to developing positive relationships with parents and carers. An important part of this is our commitment to provide appropriate opportunities for parents and carers to meet with relevant members of staff in school. If you have any concerns we will always listen and seek to address them.

However, it has been reported to me that on xxxxxxxx in your phone call with xxxxxxxx you were extremely rude and abusive towards her.

Please be aware that abusive, threatening or violent behaviour towards or in conversations with staff cannot be tolerated.

In the circumstances, and after consideration of the report I have received and following a prior incident where you verbally abused staff at the school, I have decided to withdraw permission for you to come onto school premises. 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 from myself.

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 £500.00.

Even though we have taken this decision, the school remains committed to the education of your child, who must continue to attend school as normal.

This decision will be reviewed again (**insert review date which should be within a reasonable period and no longer than six 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 onto the school site. You can make your complaint by writing to

Yours sincerely

Mrs H Rigby
Headteacher



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