Expected Behaviour of Parents/Carers and Visitors to the School

2025

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Introduction

At Hollybush School we want excellent relationships with all our parents and carers. We value hugely the contribution that parents make to the life of the school and their impact on children's education. We aim to provide many opportunities for parents to engage with the school including parents' evenings, assemblies, performances, open afternoons, play sessions and community days.

Important information is also included on our school website and in the newsletter. We are always open to suggestions about how we can strengthen the relationship between staff and parents.

We use the term 'parents' to refer to:

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

Aim

We want all parents to be confident that there are arrangements in school to keep children and adults safe. As part of our safeguarding procedures, the school has written this Expected Behaviour of Parents/Carers and Visitors to the School. Our goal is to ensure that conduct from parents does not cause children, staff and other parents at Hollybush to feel distressed, threatened or unsafe.

As such, we will always act to ensure that our school remains a safe place for all members of our school community.

In support of this we have the following expectations

Code of Conduct

Parents and carers will:

- respect the ethos, values and vision of the school.
- work together with staff for the benefit of their child/ren.
- seek a peaceful solution to all issues.
- show high standards of conduct at all times in order to encourage our pupils to do the same.
- correct their child's (or those in their care) behaviour appropriately, particularly on the school grounds where it could otherwise lead to conflict or aggressive or unsafe behaviour.
- ensure that no members of staff, pupils, parents or visitors to the school are victims of abusive behaviour or open to threats from other adults on the school premises. There is zero tolerance.
- not use abusive, threatening or violent behaviour, including the use of insulting language, verbal or written, towards staff, children, governors, parents/carers.

If anyone is abusive, threatening or is violent to anyone in the school, they will be asked to leave or even be removed from the premises and may be prosecuted.

Persons Causing Nuisance / Disturbance on School Premises Section 547 of the Education Act 1996

In support of this Act, at Hollybush school we know, in accordance with the law, that school premises are private property and parents/carers and other visitors have been granted permission from the school to be on school premises. However, in case of abusive, threatening or violent behaviour towards staff, pupils, parents or visitors, as a school we may ban individuals from entering the school. It is also an offence under section 547 of the Education Act 1996 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned.

Where a parent is subject to a ban from the school premises, it is the parent's and not the school's responsibility to provide alternative arrangements for bringing their child into school.

Behaviour that will not be tolerated

At Hollybush school, the following types of behaviour are considered unacceptable and will not be tolerated from parents/carers or visitors, being directed towards any members of the school community. (This is not an exhaustive list but seeks to provide examples of such behaviour):

- Any aggressive behaviour either verbally or in writing including shouting or speaking in an aggressive tone
- Disruptive behaviour which interferes or threatens to interfere with school operations (including events on the school grounds, wraparound care, clubs and sports team matches).
- Language which denigrates or offends in relation to someone's gender, race, physical or cognitive

abilities, social background, sexual orientation, religious beliefs.

- Sending inappropriate or 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 including whatsapp groups (see Social Media policy).
- Inappropriate personal comments about or directed at children, staff or parents including sexual innuendo.
- Swearing, using loud or offensive language
- Displaying a temper or shouting at staff, pupils or other parents
- Physical threats or displaying behaviour that is intimidating towards another member of the school community.
- Physical attack – including hitting, slapping, punching, kicking
- Damaging school property
- Smoking on the school premises
- Drinking or being under the influence of alcohol on the school premises (unless alcohol has been allowed at a specific event).
- Bringing dogs onto the school premises (other than guide dogs) unless given specific permission by the headteacher.

School Response to inappropriate behaviour

As a school, we will respond to inappropriate behaviour/language towards other adults or children using the following steps:

An adult approaches another person's child	● The adult will be spoken to immediately and the issue investigated by a member of the Senior Leadership Team (SLT). ● If appropriate the adult will be asked to leave the school grounds. ● The incident will be reported to the Headteacher and recorded. ● The adult will receive a warning letter.
A parent approaches another parent	● The parent should report this to a member of staff or a school leader. ● The offending parent/s will be spoken to as soon as possible after the incident and reminded that we have zero tolerance of inappropriate behaviour. ● If appropriate the adult will be asked to leave the school grounds. ● A letter will be given to the parent/s. This warns a parent that if it recurs they could be banned from the school site under section 547 of the Education Act.
An adult approaches a member of staff	● This should be reported immediately to a member of the Senior Leadership Team. ● If appropriate the adult will be asked to leave the school grounds. ● The incident will be investigated as soon as possible and the member of staff will be informed of the action taken. ● The parent/adult will be spoken to and given a warning letter. This warns a parent/s that if it recurs they could be banned from the school site under section 547 of the Education Act 1996.

Recurring inappropriate behaviour	If a parent/s continues to use inappropriate behaviour, they will be referred to the Headteacher and Governors. This can then lead to a ban from the school site under section 547 of the Education Act 1996.

As a school, we reserve the right to take any necessary actions to ensure that members of the school community are safe and not subjected to abuse.

Depending upon the severity of the incident, our actions could include restricting access to certain staff, and/or imposing a ban from school premises.

Unacceptable behaviour may also result in the police being informed or advice sought from legal services regarding further action (in cases of conduct that may be libellous or slanderous).

When deciding on the course of action to be taken, the Headteacher will consider the severity of single incidents or the prolonged impact of the behaviour in question over a period of time.

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

The Headteacher will consult the chair of Governors before banning a parent from the school site.

Communications protocol

Some issues that arise between parents and the school are related to expectations around communication. Staff at the school will always try their best to be present and available to receive parental feedback and concerns. However on some occasions this is very difficult.

Our protocols for managing this are below:

Staff response to emails

- Electronic communications are not always the most effective way to communicate and the school much prefers verbal contact, as emails can be misinterpreted. However, where emails are unavoidable e.g. you can't speak to the senior leaders or teachers, we do not expect staff to respond to emails outside of working hours (After 4.00 pm and before 8.00 am). However, they will endeavour to acknowledge receipt within 2 working days.
- Staff are not expected to monitor or respond to emails during the school holidays or weekends.
- Staff are not expected to respond to <u>persistent</u> abusive emails from individual Parents and Carers.

Raising a concern with the class teacher

- Concerns need to be raised with the class teacher at a time that is mutually convenient for both you and the class teacher. Appointments may be arranged via the school office rather than at the start of the school day. At this time teachers are keen to focus on the class and set-up the children for the day.

Complaints

- Complaints must be raised and handled with mutual respect and in accordance with the school's Complaints Policy, which can be found on our website or a copy can be obtained from the school office

- It is vitally important that all involved show respect to one another and not let frustration or anger sour relations and prevent the process from finding a resolution.

Supporting documents

- Complaints Policy
- Social Media Policy
- Social Media Code of Conduct

Appendix: Poster for School

We Welcome Visitors to our School

At Hollybush School, we strongly believe that our school should be a welcoming and safe place for our children, staff, parents and visitors alike, and we expect all who come onto the school site to uphold this principle.

We will always act to ensure that our school remains a safe place for all members of our school community.

As such, please be aware that abusive, threatening or violent behaviour will not be tolerated in this school.

If you are abusive, threatening or are violent to anyone in the school, you will be asked to leave or be removed from the premises and you may be prosecuted.