

# Parents, Carers & Visitors' Code of Conduct

## Yew Tree Primary School



<b>Date of Policy:</b>	April 2026
<b>Responsibility:</b>	Senior Leadership Team
<b>Review Date:</b>	April 2029
<b>Consultation:</b>	This policy was developed in consultation with staff and governors and utilising Sandwell Local Authority's legal Code of Conduct guidance.

### ETHOS STATEMENT

It is the aim of the Governing Body of Yew Tree Primary School to develop policies and procedures which support the school's vision of:

***"Learning Without Limits"***

### INTRODUCTION

At Yew Tree Primary School, we are very fortunate to have a supportive and friendly group of parents/carers and wider community members working with us. We recognise that educating children is a process that involves partnership between parents/carers, class 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.

The purpose of this policy is to provide a reminder to all parents, carers and visitors to our school about the expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding. We believe staff, parents and children are entitled to a safe and protective environment in which to work. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of our school.

We would expect that parents/carers would make all persons responsible for collecting children aware of this policy.

## AIM

- To provide a harmonious and professional environment which is free from disruption so that we can deliver our core purpose of educating, developing and keeping safe our young people effectively without a person's behaviour causing *or being able* to cause a nuisance, annoyance, upset or harm.

## GUIDANCE & EXPECTATIONS

As well as following the guidance set out in our Home-School Agreement, in order to achieve the aim of this policy, we expect parents/carers and visitors to:

- treat the school grounds, property and resources with care following any instructions or guidance in place whilst on the school site, e.g. not littering, not accessing play equipment.
- understand that both teachers, wider staff and parents/carers need to work together for the benefit of their children and not make unreasonable demands on school staff and resources.
- demonstrate that **all** members of the school community should be treated with respect and therefore set a good example to children in their own speech and behaviour. This includes ensuring that no members of staff, other parents/carers or children are victims of abusive behaviour or open to threats from other adults on school premises.
- ensure that they are not responsible for physical attacks and/or threatening behaviour, abusive or insulting language (verbal or written), to staff, governors, parents/carers, children and other users of the school premises.
- seek to clarify a child's version of events with the school's view in order to bring about a peaceful resolution to any issue.
- Not deliberately undermine school leaders, staff or governors either face-to face, in emails or on social media platforms.
- correct own behaviour, and that of their own child, especially in public where it could otherwise lead to conflict, aggressive or unsafe behaviour and/or being able to cause a nuisance, annoyance, upset or harm.
- approach the school positively and proactively to help resolve any issues of concern.
- avoid using staff as threats to manage children's behaviour.

## UNACCEPTABLE BEHAVIOUR

In order to support a peaceful and safe school environment the school cannot tolerate parents/carers and visitors exhibiting any behaviours which cause or are able to cause a nuisance, annoyance, upset or harm to others.

This includes, but is not limited to, the following. This is not an exhaustive list, nor are there absolute definitions of the terms used for unacceptable behaviour. While it provides key examples of unacceptable behaviour, adults visiting the site are expected to use common sense and maturity of judgement in refraining from behaviour which the greatest majority of other site users would find unacceptable.

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the school site including team matches.
- Using loud or offensive language, swearing, cursing, using profane language or displaying temper (either in person or on the phone).

- Speaking in an aggressive or threatening tone, directly or indirectly, towards another child or adult. This includes making direct threats towards others.
- Frivolous or vexatious complaints designed to cause disruption or annoyance but serve a lack of purpose or value.
- Threatening to do actual bodily harm to a member of school staff, governor, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying school property including spitting, wilful littering or misuse of equipment or property.
- Abusive or threatening e-mails, text/voicemail/phone messages or other written communication.
- Defamatory, offensive or derogatory comments, including those which could be deemed as undermining, bullying, threatening or intimidating, regarding the school or any of the pupils/parent/staff, at the school on social media sites (see Appendix 1).
- Racist, homophobic, sexist, misogynistic or other discriminatory comments which are a clear breach of Equality Law (inc. comments made online).
- The use of physical aggression towards another adult or child. This includes physical punishment against your own child on school premises or physically intimidating behaviour, e.g. standing in somebody's personal space on purpose or the use of aggressive hand gestures/exaggerated movements directly towards another person.
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child (such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Smoking/vaping and consumption of alcohol or other drugs whilst on school property.
- Bringing any dog, other than guide dogs, on to school premises, regardless of them being carried or restrained by a lead.
- Riding bikes, scooters, or similar, across the playground.

## **ADDRESSING BREACHES OF THE CODE OF CONDUCT**

We trust that parents/carers and visitors to our school site will assist with the implementation of this policy and we are grateful for this support.

The school follows Sandwell Council's policy of "zero tolerance" and will, therefore, enforce this Code of Conduct appropriately when making decision and taking action in response to any unacceptable behaviour.

It is an offence under section 547 of the Education Act 1997 for any person (including a parent/carer) to cause a nuisance or disturbance on school premises. Behaviour of this kind may therefore result in issuing warning notices to offenders.

Repeated or particularly significant behaviour may result in a person's right of access being withdrawn meaning, in simplest terms, a ban from site. The decision maker at Yew Tree is the Head Teacher and/or the Chair of Governors and their Public Law Duty will inform their decision making.

As part of the process followed, if the decision is made to withdraw access to the site, affected individuals will be given the opportunity to respond and make representations about the incident/behaviour causing concern.

If a ban from school premises is imposed but is ignored, the school may begin the process of applying for a criminal behaviour order or a civil injunction if behaviour continues to undermine the aims and expectations of the school.

Any bans and/or restrictions are reviewed periodically and may be removed by the Head Teacher and/or Governors after a period of time whereby the adult has undertaken some or all of the following:

- shown remorse for their actions,
- engaged in mediation when suggested/requested
- apologised – either through their own decision or when requested/suggested
- allowed and agreed to return under specific conditions
- met with appropriate agencies e.g. police, Inclusion Support officers, Governors

This is not an exhaustive list and other steps may also be suggested. Failure to engage could result in the ban being upheld/continued by the Head Teacher and/or Governors.

Incidents off site should be reported to the police.

### **LINKED DOCUMENTS IN RELATION TO THIS POLICY**

- School Complaints Procedure (available on school website and at school office)
- Sandwell Code of Conduct Legal Guidance

### ***Appendix 1***

#### **Inappropriate use of Social Network Site**

Social media websites are being used increasingly to fuel campaigns and complaints against schools, head teachers, school staff, and in some cases other parents/pupils.

The Governors of Yew Tree Primary School considers the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, the Head Teacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil or parent/carer of a child/ren being educated at Yew Tree Primary School is found to be posting libellous or defamatory comments on social networking sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. The school will also expect that any parent/carer or pupil removes such comments immediately.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly is the issue of cyber bullying and the use by one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying.