



*Dynamic, empowered learners who thrive and lead in their
communities: locally, nationally and globally*

PARENT, CARER AND VISITOR CODE OF CONDUCT

THIS POLICY WAS APPROVED:	SPRING 2025
POLICY VERSION:	2.0
THIS POLICY WILL BE REVIEWED:	SPRING 2026
MEMBER OF STAFF WITH RESPONSIBILITY FOR REVIEW:	CHIEF EXECUTIVE OFFICER
THIS POLICY WAS CONSULTED WITH:	HEADTEACHERS EXECUTIVE LEADERSHIP TEAM
THIS POLICY WAS DISTRIBUTED TO:	TRUST LEADERSHIP GROUP AND ON TRUST AND SCHOOL WEBSITES

Introduction

We are fortunate in that almost all of parents and carers sending their children to our schools recognise that education involves a positive partnership between parents / carers, teachers and the wider 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 the next stage in their learning and for adulthood. For these reasons, we continue to welcome and encourage parents / carers to participate fully in the life of the school.

Purpose and Scope of this Code of Conduct

The purpose of this policy is to provide a reminder to all parents, carers and visitors to our school about the expected conduct and behaviours that underpin that positive partnership. This will help provide clarity around expectations so that we can work together in an environment based on mutual understanding and support. The academy's Behaviour Policy specifically outlines the expectations of pupils.

Guidance

At Anglian Learning, we expect parents, carers and visitors to:

- Respect the positive ethos and values of the school.
- Understand that both school staff and parents / carers need to work together for the benefit of their children.
- Demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour.
- Seek to clarify a child's version of events with the school's view in order to bring about a constructive solution to any issue.
- Correct their own child's behaviour, especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Respectfully approach the school to help resolve any issues of concern, following the school's communication policy and procedures.
- Follow the Trust's Complaints Policy before considering escalation to Local Authority, Ofsted etc.
- Recognise that the school is unable to comment on the behaviour of other children; furthermore, public comments by parents about the behaviour of other children and the school's response to any related complaint is not appropriate.

In order to support a calm and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following behaviours:

- 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 grounds including those involving organised sports or social events.
- Approaching young people while on the school site (other than a parent / carer's own child)

- Using loud or offensive language, swearing, cursing, using profane language or displaying temper, in or around the school site at any time and including before and at the end of the school day. Parents / carers are expected to help set the standards of behaviour we expect of our pupils.
- Threatening to do actual bodily harm to a member of school staff, governor, trustee, visitor, fellow parent / carer or pupil regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying school property.
- Abusive or threatening emails or text / voicemail / phone messages or other written communication.
- Defamatory, offensive or derogatory comments and significant factual inaccuracies which may damage the reputation of the school or any of the pupils, parents / carers, staff, at the school on social media (See Appendix 1). Any concerns you may have about the school must be made through the appropriate channels by speaking to the class teacher (primary) / year leader (secondary), headteacher or the chair of governors, so they can be dealt with fairly, appropriately and effectively for all concerned. Meetings should be via prior appointment only.
- The use of physical aggression towards another adult or child.
- Approaching someone else's child in order to discuss with them 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 and consumption of alcohol or other drugs whilst on school property.
- No dogs (unless the dog is an assistance dog) are to be brought onto school premises.

Should any of the above behaviour occur on school premises the school and Trust may feel it is necessary to contact the appropriate authorities and, if necessary, impose a ban on the offending adult from entering the school grounds. The school may also impose restrictions on how a parent or carer may communicate with the staff in the school. While we would be reluctant to undertake these steps the Trust will take all necessary measures to ensure that its schools, and the staff working in them, can operate in a positive, constructive and caring environment. We trust that parents / carers and visitors will assist our school with the implementation of this policy and we thank you for your continuing support of the school.

Appendix 1 Inappropriate Use of Social Media

While social media platforms are mostly used to share good news, particularly examples of the great work, opportunities and successes of our schools and pupils, disappointingly they are being used to make personal attacks against school staff and, in some cases, other parents / carers / pupils.

Anglian Learning believes that everyone in our school community (pupils, staff, parents, carers etc) should have the right to use social media fairly and positively, free from harassment; threatening, abusive or offensive messages; or defamatory information being posted about them. We already work to educate our pupils about the importance of cyberbullying and expect all of our school communities to uphold this behaviour.

Anyone that sends or posts threatening, abusive or offensive messages via Facebook, X or any other social networking site, could be committing a criminal offence. Anglian Learning also considers the use of social media networking sites being used in this way as unacceptable and not in the best interests of the children or the whole school community.

We recognise that, on occasion, there will be misunderstandings between schools and parents / carers, and as with any institution, schools may make errors in the way matters are handled. But any concerns you may have must be made through the appropriate channels by following the school's policies, speaking to the class teacher, the headteacher or the chair of governors, so they can be dealt with fairly, appropriately, and effectively for all concerned. This also allows the school to report on, and review whether consistent concerns are being raised and to take appropriate steps to improve them.

Any instances where a member of our school community is found to be posting defamatory, abusive or threatening comments on social network sites will be reported to the appropriate 'report abuse' section of the social 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. We will also contact any parents or carers where any defamatory, or abusive comments are identified, and we expect that they will be removed without delay.

In serious cases, or where posts will not be removed, the school will also report any posts to the police and consider its legal options to deal with any such misuse of social media networking and other sites.

If the author of the social media comment is a pupil, the headteacher will follow the procedure as outlined within the academy's Anti-Bullying Policy and / or Behaviour Policy.

Appendix 2: Persons Causing Nuisance / Disturbance on School Premises

School premises are not public spaces and there is no automatic right of entry for parents / carers. They do so with the permission of the school (known as "implied licence") which can be withdrawn at any time. Therefore, in the case of verbal and / or physical abuse or threats to staff, pupils or other parents / carers, a school may

ban parents / carers from entering all or any part of its premises including the playground. In the most serious incidents that contravene the Code of Conduct, the Trust will use the powers available to it under Section 547 of the Education Act 1996. This makes it a criminal offence for any person (including a parent / carer) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned.