

Park Hill Primary School

Code of Conduct for Parents, Carers and Visitors



Approval Level	Governing Board
Date Reviewed	12.09.2025
Approved On	22 nd September 2025
Category	Non-statutory
Next Review Date	Annually – September 2026
Policy Availability	School Website
Written By	Mrs C. Logan
Related Document(s)	Glossary of Acronyms (available on school website)

Policy Version Control

Date of Change	Details of Change
12.09.25	Updated the date of KCSIE (page 5).

Contents

Statement of Intent.....	4
Key Personnel in Relation to this Statement.....	4
Legal Framework	4
Expectations	5
Inappropriate Behaviour.....	5
Managing Inappropriate Behaviour.....	6
Barring from the School Premises.....	7

Statement of Intent

At Park Hill Primary School, we strive to build a strong relationship with parents, carers and visitors. Our school community is our “Park Hill family” and we believe that a positive, respectful relationship between home and school supports children’s learning, providing them with the opportunity to achieve their full potential and “reach for the stars.”

To create a welcoming and safe learning environment, the school has expectations of parents, carers and visitors in relation to their behaviour and conduct whilst on school premises and when communicating with members of school staff.

It is Sandwell policy that violence, physical aggression, threats and verbal abuse are unacceptable. We strive to treat all members of our school community with due care, courtesy and respect and we expect to be shown the same.

This document outlines the manner in which parents, carers and visitors are expected to act whilst on the school premises and when communicating with school staff, as well as detailing the type of behaviour that will not be tolerated.

Key Personnel in Relation to this Statement

Name	Role(s)
Mrs L. Lohan	Chair of Governors
Mrs C. Logan	Head Teacher
Mrs A. Boardman	Deputy Head Teacher

Legal Framework

This policy has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

- Education Act 2011
- Education Act 1996
- Children Act 2004
- DfE (2018) ‘Controlling access to school premises’
- DfE (2025) ‘Keeping children safe in education 2025’

This policy operates in conjunction with the following school policies:

- Complaints Policy
- Child Protection and Safeguarding Policy
- Home-School Agreement

Expectations

Our school expects parents, carers and visitors to:

- 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 members for the benefit of their child and to resolve any issues of concern.
- Treat all governors, staff members, pupils, other parents and any members of the school community with dignity and respect.
- Where appropriate, work with the school to bring about a peaceful solution to any issue.
- Address their child's behaviour appropriately, particularly on the school grounds where it could otherwise lead to conflict or aggressive or unsafe behaviour.
- Respect the school's property and environment by keeping it clean and tidy.
- Follow the school's parking rules and procedures for dropping-off and collecting pupils from school.

Parents, carers and visitors are required to act in accordance with all relevant school policies and procedures at all times. These are available on our school website or can be requested from the school office.

Inappropriate 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.

Behaviour that the school does not tolerate includes, but is not limited to, the following:

- Using foul, abusive or offensive language (either in person, on the telephone or in emails).
- Raising voices inappropriately at another individual.
- Using aggressive hand gestures e.g. raising fists and fingers.
- Discriminating against any member of the school community, including pupils, staff, governors and other parents, carers or visitors (both offline and online).
- Using physical violence on the school premises or on a member of the school community e.g. hitting, slapping, punching, kicking and pushing.
- Bullying, harassment or intimidation, including physical, verbal and sexual abuse (both offline and online).
- Sending abusive, aggressive or threatening messages, emails or other communications to pupils or staff.
- Trespassing on school property without prior permission or implied licence.
- Causing intentional damage to school property.
- Breaching the school's security procedures.

- Physically intimidating an individual.
- 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.
- Psychologically harassing any member of the school community, including displaying vexatious behaviour which is humiliating for the individual and is damaging to their self-esteem.
- Displaying disruptive or other inappropriate behaviour which interferes or threatens to interfere with any of the school's operations or activities.
- Threatening any member of the school community in any way.
- Smoking or vaping on the school premises.
- Taking illegal or harmful drugs while on the school premises.
- Drinking alcohol on the school premises.
- Taking photographs or videos on the school premises without permission from the school.
- Driving unsafely within the vicinity of the school.

Managing Inappropriate Behaviour

Instances of individuals displaying inappropriate behaviour will be managed in a variety of ways, depending on the severity of the situation.

If a parent, carer or visitor is behaving inappropriately, concerns should be reported to the class teacher or phase leader, who will ensure that this is reported to the Head Teacher (or Deputy Head Teacher in the Head Teacher's absence).

The Head Teacher (or Deputy Head Teacher in the Head Teacher's absence) will consider what further action may be required, in collaboration with other staff and relevant agencies if necessary. This action, depending on the situation, could include the following:

- Requesting that the individual moves to a different room, away from other members of the school community.
- Requesting that the individual leaves the school premises.
- Requesting that the inappropriate behaviour stops.
- Formally requesting that the inappropriate behaviour stops. Although a face-to-face or telephone conversation may be held to discuss the behaviour, a formal request will be made in writing.
- Barring the parent, carer or visitor from the school premises.
- Contacting the police.
- Seeking legal redress through the courts.
- Restricting the individual's channels of communication to the school e.g. no longer allowing them to send emails directly to a member of staff.
- Reporting content that the parent, carer or visitor has posted online to the website's admin.
- Referring the case to children's social care, where the behaviour indicates that a parent, carer or visitor poses a risk to children.

Any child protection and safeguarding concerns will be addressed in accordance with the school's Child Protection and Safeguarding Policy.

The school reserves the right to escort anyone off the premises who is displaying aggressive or disruptive behaviour.

Under Section 547 of the Education Act, it is an offence for any person to cause a nuisance or disturbance on school premises. The police may be contacted to provide advice on managing an incident or to assist in the removal of an individual from the premises, where necessary.

The police will be contacted where a parent, carer or visitor is being violent or has committed assault, or where the event has caused harm to an individual.

If a parent, carer or visitor has been previously barred from the premises or has exceeded their implied access to the premises and is causing a disturbance, the police will be contacted to remove the individual from the premises.

If a parent, carer or visitor persistently displays unacceptable and inappropriate behaviour, this may result in them being barred from the school premises, in line with the following section of this policy.

Barring from the School Premises

The school has the right to bar a parent, carer or visitor from the premises to keep the school community safe.

If a parent, carer or 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.

The Head Teacher's decision to bar a parent, carer or visitor will be reviewed by the Chair of Governors.

The Chair of Governors will take account of the incident and any representations made by the parent, carer or visitor.

The Chair of Governors will decide whether to confirm or lift the bar. The parent, carer or visitor will be notified in writing of the decision to uphold or lift the bar.

If the decision is confirmed, the parent, carer or visitor will be notified in writing, explaining:

- How long the bar will be in place.
- When the decision will be reviewed.

Following a review, the bar may be lifted or, if there are grounds for continued concern regarding the parent, carer or visitor's conduct, it may be extended.