Parent, Carer, Visitors Code of Conduct (on school premises)

Oakleigh School
& The Early Years Centre

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Initial warning letter from the headteacher

Model letter banning a parent from the school site

PURPOSE AND SCOPE

Staff and governors at Oakleigh School and Acorn Assessment Centre are very fortunate to have a supportive and friendly community. Our staff, parents and carers recognise that educating children is a process that involves partnership between parents/carers and the school.

We welcome and encourage parents and carers to participate fully in the life of our school and we will act to ensure it remains a safe place for all to learn and work.

The vast majority of the parents and carers are keen to work with us and are wholly supportive of the school's work. If a parent or carer has concerns, we will always listen and seek to address them in a timely manner.

At Oakleigh & Acorn Assessment Centre, we believe it's important to:

- Work in partnership with parents/carers to support their child's learning
- Create a safe, respectful and inclusive environment for children, staff and parents/carers

- Model appropriate behaviour for our children at all times

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the 'Staff Code of Conduct) and children (through our 'Behaviour Policy).

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

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

- Anyone with parental responsibility for a child attending Oakleigh School & Acorn Assessment Centre
- Anyone caring for a child (such as grandparents or child-minders)

CODE OF CONDUCT

In addition to following the guidance set out in our Home-School Agreements, we expect parents/carers and visitors to:

• Understand that both teachers and parents/carers need to work together for the benefit of the 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 all version of events in order to bring about a peaceful solution to any issue.

• Approach the school as soon as possible, to help resolve any issues of concern. This should be the first step taken.

EXPECTATIONS:

Oakleigh School & Acorn Assessment Centre expects all members of the school community to treat each other with respect and demonstrate the following;
• That adults set a good example to children and young people at all times, showing them how to get along with all members of the school and the wider community
• That no members of staff, parents/carers, children or young people are the victims of abusive behaviour or open to threats from other adults on the school premises
• Physical attacks and threatening behaviour, abusive or insulting language verbal or written, to staff, governors, parents/carers, children, young people and other users of the school premises will not be tolerated and will result in withdrawal of permission to be on school premises
• Any parent/carer or visitor who is asked to leave the school premises will have the right to appeal the decision by writing to the Chair of Governors. Please note that all incidents of rudeness will be logged and passed to the headteacher of the school.

PERMISSION TO ENTER AND BE ON THE SCHOOL'S PREMISES:

Parents have "implied permission" to enter and be on the school's premises for reasons relating to their child / children's education. This means that parents are welcome to come to the school to drop off and collect their children, to speak to teachers and other members of staff about their children, or for meetings, parents' evenings and social events. Parents do not have a legal right to enter or be on the school's premises without a good reason.

In education law, the term "parent" includes the natural or adoptive parents of a student, as well as a non-parent with care of a student and a non-parent with parental responsibility of a student. For the purposes of this policy only, the term "parent" will also include a non-parent who does not have care of or parental responsibility for a student, but who is involved in looking after a student on a regular basis (for example, a childminder, non-resident partner of a parent or relative who takes the student to or from school, is involved with the care of the student in some other way, or a person whose emergency contact number we have been provided with).

Other visitors also have "implied permission" to enter and be on the school's premises if they have a reason, for example a courier or delivery person, or a member of the public attending the school's office to make enquiries about something. Members of the public without a good reason for entering or being on the school premises are trespassing.

WITHDRAWAL OF PERMISSION TO ENTER AND BE ON THE SCHOOL'S PREMISES:

The school has the right to withdraw the "implied permission" for a parent or visitor to enter or be on the school's premises if their behaviour while they were previously on the school's premises, or when communicating with staff electronically was unacceptable. The withdrawal of the "implied permission" will be effective as soon as the parent or other visitor has been told that they must leave and are prohibited from returning, and will be confirmed in writing by recorded delivery if the home address is known. The full procedure that the school will follow is outlined in further detail below.

Once the "implied permission" has been withdrawn, the school will ask the police to remove the parent or visitor if they appear on the school's premises. If the parent or visitor causes a nuisance or disturbance while they are on the school's premises, they may also be prosecuted in the criminal courts under Section 547 of the Education Act 1996, be liable to pay a fine of up to £500.00 and have a criminal conviction recorded against them.

Where a parent has had their "implied permission" to enter and be on the school's premises withdrawn, the school will, in appropriate cases, make alternative arrangements for the parent's children to be dropped off and collected from the school, and in relation to parents' evenings and other meetings.

TYPES OF UNACCEPTABLE BEHAVIOUR

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

- Disruptive behaviour or disorderly conduct which interferes or threatens to interfere with the operation of a classroom, office or any other area of the school grounds (including events on the school ground).
- Using loud or offensive language, shouting, swearing, cursing, using profane language, attempting to physically intimidate, use of aggressive hand gestures or displaying temper.
- Threatening to harm a member of school staff, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying school property.
- The use of physical aggression towards another adult or child.
- Approaching someone else's child in order to discuss or chastise them because of their actions towards your own children.
- Smoking and consumption of alcohol (unless permitted at a school event) or illegal drugs on school premises.
- Sending abusive or threatening e-mails or text/voicemail/phone messages or other written communications.

Inappropriate use of social media websites are being used increasingly to fuel campaigns and complaints against educational provisions, Headteachers, school staff, and in some cases other parents/children. The Governors considers the use of social media websites or apps 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 appropriate member of staff, so they can be dealt with fairly, appropriately and effectively for all concerned. 'Think before you post'. We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the staff, parents or children at Oakleigh School & Acorn Assessment Centre.

STEPS TO BE TAKEN IF AN INCIDENT OCCURS

STEP 1:

VERBAL WARNING The head teacher (or member of SLT) will speak to the person or persons perpetrating such an incident, privately. It will be put to them that such behaviour is unacceptable, and an assurance will be sought that such an incident will not be repeated.

If staff experience abusive or threatening telephone calls, they will cease the conversation immediately.

If staff experience abusive or threatening behaviour from families during home-visits or at drop off or pick up time, they will leave the home or cease the conversation immediately with the child in the care of their family.

It will be stressed on these occasions that repetition of such an incident will result in furthermore serious action being taken. If the head teacher has been subject to abuse this will be done by the Chair of Governors (or another appointed governor).

STEP 2:

WRITTEN WARNING If a second incident occurs involving the same person or persons, the head teacher will write to the adult(s) informing them once again that this conduct is unacceptable. As for Step 1, if the head teacher has been subject to abuse this will be done by the Chair or Governors or another appointed governor. NB: Any incidents of violent conduct would immediately proceed to step 5. Any act of actual or threatened violence will be referred to the police immediately. See STEP 2 example letter.

STEP 3:

FINAL WRITTEN WARNING If a third incident occurs involving the same person or persons, the Head Teacher, Chair of Governors or other appointed independent governor, will write to the adult(s) giving a final warning that this abusive and threatening behaviour is unacceptable, and that a repetition of this conduct will leave the governors no option but to take further action.

STEP 4:

EXCLUSION FROM SCHOOL PREMISES If such an incident recurs or if an initial incident is considered serious enough, the Chair of Governors (or other appointed governor) would enforce an exclusion from school premises.

STEP 5:

REMOVAL BY POLICE If, following a decision to exclude a person from the school premises, that person persists in entering school premises, they may be removed by the police as a trespasser under Section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986.

All parents/carers, even if excluded from school premises, **are not** excluded from their rights to access to school and have a right to seek an appointment to speak to school staff about their child's educational progress.