Sheriffhales Primary School and Preschool

Parent Code of Conduct

Date policy last reviewed: September 2025

Signed by:

Justine Keeling-Paglia	Headteacher	Date:	September 2026
Helen Bibby	Chair of governors	Date:	September 2026

Last updated: 1 December 2023

Contents:

Statement of intent

1. Legal framework
2. Expectations
3. Driving pupils to school
4. Inappropriate behaviour
5. Managing inappropriate behaviour
6. Barring from the school premises
7. Monitoring and review

Appendices

a) Parent Code of Conduct Agreement

Statement of intent

At Sheriffhales Primary School and Preschool we strive to build a strong relationship with parents to help create a stimulating learning environment that continues from school to home, providing all pupils with the opportunity to achieve to the best of their ability.

To create a welcoming and safe learning environment, the school implements a specifically designed set of rules regarding behaviour and conduct with which parents are expected to act in accordance.

All staff members have the right to work without fear of violence or abuse; therefore, physical attacks, threatening behaviour, and abusive or insulting language towards staff members, governors, visitors, pupils or other parents may result in individuals being removed from the premises.

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

1. Legal framework

This document 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 (2023) 'Keeping children safe in education 2023'
- DfE (2018) 'Controlling access to school premises'

This document operates in conjunction with the following school policies:

- Complaints Procedures Policy
- Social Media Policy
- Child Protection and Safeguarding Policy
- Health and Safety Policy
- Behaviour Policy
- Uniform guidelines

2. Expectations

Our school expects parents 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, clarify their child's version of events with the school to bring about a peaceful solution to any issue.
- Correct 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.
- Dress in an appropriate manner when on the school premises and attending school events, and ensure their dress and appearance reflects that they are role models for pupils, e.g. parents may not wear nightwear when dropping-off or collecting pupils.

Parents are required to act in accordance with all relevant school policies and procedures at all times.

Parents can request copies of all relevant policies and procedures from the school office.

3. Driving pupils to school

Parents will proceed past the main gates to drop off and collect their children but only where road markings allow. Parents are not permitted, to stop, wait, drop off, or pick up pupils while parked in a prohibited area. Parents should observe the informal one-way system at pick up and drop off, approaching the school down Church Lane and exiting up The Rock.

Residents' drives should not be blocked under any circumstances, even during short periods of waiting where the car is in use. Vehicles should be driven in a calm manner which causes least disturbance to residents.

The school car park is not available to parents / carers between 8am – 4pm, unless under prior agreement from the school , for example for disability parking. Any agreed parking must be in a bay: no parking is permitted anywhere else in the carpark. The main access gate must not be blocked at any time.

Engines should be turned off when a vehicle is stationary and not in traffic as vehicle exhaust emissions contribute significantly to air pollution and are particularly harmful to children.

All pupils will wear a seatbelt at all times while they are dropped off and picked up. Parents will ensure pupils disembark vehicles safely at the correct stop and cross roads with care.

Parents are to use their discretion in severe weather and drive with extra caution as appropriate.

Pupils should not be collected late - all pupils are expected to be collected at 3.10pm for Preschool and Reception or 3.20pm for the rest of the school. If a parent is delayed in picking up their child for any reason it is the parents responsibility to call an authorised adult to collect the pupil from school on their behalf.

Parents that are going to be late picking their child up from school and cannot arrange for an authorised adult to collect the pupil from school on their behalf should inform the school as soon as possible. Frequent late pick ups will result in a fine being issued.

4. 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.

All members of staff have the right to be communicated with in a civil manner.

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

- Using foul, abusive, rude or offensive language
- Raising voices inappropriately at another individual
- Making racist, derogatory or sexual comments
- 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

- Bullying, harassment or intimidation, including physical, verbal and sexual abuse offline and online
- Sending abusive, aggressive or threatening messages, emails or other communications, including social media, to any member of the school community
- Trespassing on school property without prior permission or implied licence
- Causing intentional damage to school property
- Breaching the school's security procedures
- Using physical violence on the school premises or on a member of the school community, e.g. hitting, slapping, punching, kicking and pushing
- 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
- Approaching another parent or pupil in the school grounds to discuss or reprimand them because of an issue between pupils
- Threatening any member of the school community in any way
- Arriving on the school premises partially clothed
- Smoking / vaping on the school premises
- Taking illegal or harmful drugs while on the school premises
- Drinking alcohol on the school premises, unless it has been authorised and supplied by the school
- Taking photographs or videos on any device on the school premises without permission from the school
- Driving unsafely within the vicinity of the school

5. Managing inappropriate behaviour

If a parent is behaving inappropriately, a report will be made to the headteacher or the most senior member of staff available in their absence, who will decide on the most appropriate course of action.

Parents will raise concerns regarding another parent's behaviour or conduct directly with their child's class teacher or the headteacher and will not approach the parent themselves.

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

The school does not act as a mediator where parents are in dispute outside of school.

When a parent has behaved inappropriately, they will be invited to a meeting by the headteacher to discuss their behaviour and to attempt to resolve the issue. Where this initial meeting is not sufficient to resolve the issue, the headteacher, in collaboration with other staff

and relevant agencies, will consider what further action may be required. This action, depending on the situation, could include the following:

- Barring the parent from the school premises
- Contacting the police
- Seeking legal redress through the courts
- Restricting the parent's channels of communication to the school
- Reporting content the parent has posted online to the appropriate agency
- Referring the case to children's social care, where the behaviour indicates that the parent 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. 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 is being violent or has committed assault, or where the event has caused harm to an individual.

If a parent 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 concerns are raised in relation to a parent's appearance or dress, personal factors will be taken into consideration, on a case-by-case basis, when addressing the concern.

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

6. Barring from the school premises

The school has the right to bar a parent from the premises to keep the school community safe. If a parent is displaying inappropriate or concerning behaviour, they will be asked to leave the school premises. Behaviour that could result in a parent being asked to leave the premises includes aggressive, abusive or insulting behaviour or language that is a risk to staff or pupils, or behaviour that is making staff or pupils feel threatened.

If a parent 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 school will either:

- Bar the parent temporarily, until the parent has had the opportunity to formally present their side.
- Inform the parent that they intend to bar them and invite them to present their side.

The headteacher will send a letter to the parent, informing them of the following information:

- Why they have been temporarily barred or face a bar
- The nature of the bar, i.e. if they are temporarily barred pending their representation or if they must present their side before the decision to bar can be made
- That they have the right to formally express their views on the decision to bar in writing to the chair of governors within 10 working days

The headteacher's decision to bar the parent will be reviewed by the chair of governors.

The chair of governors will take account of any representations made by the parent and decide whether to confirm or lift the bar. The parent will be notified in writing of the decision to uphold or lift the bar.

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

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

Decisions to bar will be reviewed at the end of the agreed timescale, in line with the process outlined above. Following a review, the bar may be lifted or, if there are grounds for continued concern regarding the parent's conduct, it may be extended.

Once the appeal process has been completed, parents that remain barred may be able to apply to the Civil Courts. If a parent wishes to exercise this option, they will be advised to seek independent legal advice.

7. Mobile phones, smartwatches, cameras

The use of mobile phones, smartwatches, cameras or any recording device is not permitted in school or at school events. Where other family members / carers are attending, it is a parental responsibility to share this code of conduct with them.

Photographs / videos may not be taken at any time.

8. Illness, medicine administration, intimate care

To prevent the spread of infection, parents will not bring their child to school in the following circumstances:

- The child shows signs of being unwell and needing 121 care
- The child has taken, or needs to take, infant paracetamol, ibuprofen or Calpol. School cannot provide nursing care for sick children.
- The child has a high temperature or fever.
- The child has been vomiting and/or had diarrhoea within the last 48 hours
- The child has an infection and the recommended NHS exclusion period has not yet passed.

School can only administer permitted medications. Parents must fully complete an Administering Medicines form to accompany medications.

School cannot administer intimate medications, sunscreen, etc unless fully trained as part of a Health Care Plan.

Parents will not request that children administer their own medicines / apply sunscreen etc .

9. Attending school events

All parents /carers are to sign in and out of the school to support fire regulations and safeguarding. Parents may not enter the school building unless on invitation from a member of staff.

Parents / carers are not permitted to use the children's toilets: parents may use the staff or disabled toilets.

10. Monitoring and review

This document will be reviewed on a 2 year basis by the headteacher and any changes made will be communicated to all parents and staff at the school.

The next scheduled review date for this document is 2026.

All parents will be provided with a copy of this code of conduct upon their child's attendance at the school, and are required to familiarise themselves with the procedures and guidelines outlined.

Parent Code of Conduct Agreement

I _____ (name), parent of _____ (name of child), declare that I have received, read and understood the terms and conditions of this code of conduct.

I understand my obligations under this code of conduct and agree to comply fully with them. I will ensure that my conduct does not breach this code in any way, including not:

- Being abusive or threatening to any member of the school community.
- Dressing in an inappropriate manner.
- Behaving inappropriately or aggressively in any way.
- Being discriminatory towards any member of the school community.
- Trespassing on the school property.
- Smoking, drinking alcohol or taking any illegal or harmful substances on the school premises.
- Sending inappropriate, abusive or aggressive messages to school staff.
- Requesting to ‘follow’ or ‘friend’ school staff on social media.
-

Please return this slip to the school office as soon as possible.

Each parent, where applicable, should sign.

Signed: _____

Date: _____