



Parent/Carer/Visitor Code of Conduct

Last reviewed	September 2025
Reviewed by	Senior Leadership Team
Approved by	Local Academy Council
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Policy owner	CEO
Location	School Website

At Littleton Green Community School, we are very fortunate to have supportive and friendly parent communities. Our parents/carers recognise that educating children is a process that involves partnership between parents/carers, class teachers and the school community. As a partnership, our parents 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 in the life of our school.

The purpose of this document is to communicate to all parents, carers, and visitors to our school about expected conduct. This is so we can continue to flourish, progress, and achieve in an atmosphere of mutual understanding.

We expect parents, carers and visitors to:

- Adhere to school and SUAT policies, procedures & protocols (all available on website via www.suatrust.co.uk, <https://www.littleongreen.staffs.sch.uk/>)
- Respect the caring ethos of the school
- Understand that both teachers and parents/carers need to work together for the benefit of children and to resolve any issues of concern.
- Demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own conduct and behaviour
- Seek to clarify a child's version of events with the school's view to bring about a peaceful solution to any issue
- Approach the school staff calmly to resolve any issues of concern
- Avoid using staff as threats to admonish children's behaviour
- Respect the school's property and environment by keeping it clean and tidy.
- Set a good example to pupils through their behaviour and the way they interact with staff, pupils and other adults.
- Treat all LAC members, staff members, pupils, parents, carers and any members of the school community with dignity and respect.
- Follow the school's parking rules and procedures for dropping off and collecting pupils from school.
- Dress in an appropriate manner when on school premises and attending school events and ensure their dress and appearance reflect that they are role models for pupils, e.g. parents may not wear nightwear when dropping off or collecting pupils.

Parents, carers and visitors are required to act in accordance with all relevant Trust and school policies and procedures at all times, including, but not limited to, the following:

- Photography and Images Policy
- Health and Safety Policy
- Drug and Alcohol Policy
- Social Media Policy
- Mobile Phone Policy

The Trust 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 or unsafe.

In order to support a peaceful, safe and respectful school environment, the school will not tolerate:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office or any other area of school grounds.
- Using loud or offensive language, swearing, cursing, using profane language or displaying temper, spitting.
- Using racist and/or discriminatory language or behaviours.
- Using aggressive hand gestures, e.g. raising fists and fingers
- Discriminating against any member of the school community, including pupils, staff, Local Academy Council (LAC) and other parents
- Threatening to do actual bodily harm to a member of school staff, LAC member, visitor, fellow parent/carer or pupil, regardless of whether the behaviour constitutes a criminal offence.
- Damaging or destroying school property.
- Abusive or threatening e-mails, dojo messages, voicemails, phone messages or other written communication.
- Recording any staff member without their written permission, whether this be via video footage or voice notes.
- Defamatory, offensive, or derogatory comments regarding the school, the Trust, or any of the pupils/parents/staff at the school via online environments or other social sites. Any concerns that a parent/carer/visitor may have about the school must be made through the appropriate channels by speaking to the class teacher, senior leadership team, the Headteacher or the Chair of our Local Academy Council so they can be dealt with fairly, appropriately and effectively for all concerned. Any complaints must follow the appropriate procedures via the Trust Complaints Policy, which is located on the school website.
- The use of physical aggression towards another adult or child. This includes physical punishment against your own child on school premises.
- 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 someone else's child 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.
- Trespassing on school property without prior permission or an implied licence
- Driving unsafely within the vicinity of the school
- Arriving on school premises partially clothed

The Public Order Act 1986 defines "disorderly conduct" as: verbal abuse, threatening, abusive or insulting words or behaviour or any disorderly behaviour whereby a person is caused alarm, harassment or distress. "Threatening behaviour" is when a person fears that violence, or threat of violence, is likely to be provoked.

In a school context, this could mean someone shouting at a member of staff, either in person or on the phone; acting aggressively, including using intimidating body language, as well as actual violence. It also covers comments posted on social networking sites or situations where members of staff are approached off school premises.

Should **any** of the above behaviours occur on school premises, the school and/or Trust may feel it is necessary to contact the appropriate authorities and, if necessary, ban the offending person from entering the school grounds.

We trust that parents, carers and visitors will assist the school with the implementation of this code, as it allows us all to put our energies into the education and well-being of children, and we thank you for your continuing support in this.

Inappropriate use of Social Network Sites

In the event that any pupil or parent/carer of a child/ren being educated at our school, or visitors to our school, are found to be posting libellous or defamatory comments online or on social networking sites, they will be reported to the appropriate 'report abuse' section of the network site, or the police, if necessary, by the school. All social network sites have clear rules about the content that can be posted on the site, and they provide robust mechanisms to report content or activity that breaches these rules. The school will also expect that any parent/carer or pupil, or visitors, will remove such comments immediately.

In serious cases, the school and/or Trust 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 cyberbullying and the use by one child or a parent to publicly humiliate and/or disrespect another by an inappropriate social network entry. We will take it and deal with it as a serious incident and investigate bullying. Thankfully, such incidents are extremely rare.

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

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.

Step 1: Letter to explain what is considered acceptable behaviour (Appendix A)

The Headteacher will send a letter to the parent(s) involved. 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. It will be stressed on this occasion that repetition of such an incident will result in further more serious action being taken. If the Headteacher has been subject to abuse, this will be done by the Chair of LAC (or other appointed LAC member, if the Chair is involved in the incident in any way).

At any stage, the school may report serious incidents of abusive and threatening behaviour to the Local Authority. The school has a statutory responsibility to report any racist or discriminatory incidents to the Local Authority. Any act of actual or threatened violence will be referred to the police immediately.

NB: Any incidents of violent conduct would immediately proceed to step 5.

Step 2 – Written warning with an invitation to discuss events (Appendix B)

If a second incident occurs involving the same person or persons, the Headteacher will write to the adult(s) informing them once again that this conduct is unacceptable and invite them in to discuss the events. As for Step 1, if the Headteacher has been subject to abuse, this will be done by the Chair or other appointed governor.

Step 3 – Final written warning informing parents of imposed conditions (including a ban) (Appendix C)

If a third incident occurs involving the same person or persons, the Headteacher will write to inform parents/carers of the school's decision to impose conditions that restrict their access to the school (this includes a ban in line with the [Barring from the school premises](#) section of this policy.).

Step 4 - Letter from Chair of LAC to confirm or overturn Headteacher's decision (Appendix D)

The Chair of LAC (or other appointed LAC member) will write to the adult(s) giving a final decision to either impose the conditions set out in Step 3 or to overturn the decision.

Step 5 – Involvement of the police

Any act of actual or threatened violence will be referred to the police immediately.

Furthermore, if following a decision to ban a person from the school premises, that person nevertheless persists in entering school premises and is displaying unreasonable behaviour, such a person may be removed from the school premises as a trespasser under Section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986. All parents, even if excluded from school premises, have a right to seek an appointment to speak to school staff about their child's educational progress.

Monitoring

Behaviour of parents, carers and visitors will be monitored by the Headteacher and Senior Leadership Team

Any child protection and safeguarding concerns will be addressed in accordance with the school and Trust's 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.

Barring from the Premises

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 an school site, or there is a one-off incident of extremely inappropriate behaviour, the school reserves the right to bar this individual from the site.

The school will either:

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

The Headteacher will send a letter to the individual([Appendix C](#)), 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 the LAC within 10 working days

The Headteacher's decision to bar the parent will be reviewed by the LAC Chair where necessary.

The LAC Chair will take account of any representations made by the parent and decide whether to confirm or lift the bar. The individual will be notified in writing of the decision to uphold or lift the bar. ([Appendix D](#))

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 individual'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.

Appendix A - Letter to explain what is considered acceptable behaviour (Step 1)

Dear,

I have received a report about your conduct at the school on (enter date, time or details). This appears to fall far short of what we would expect of a parent/carer/visitor at Littleton Green Community School.

(Add factual summary of the incident and its effect on staff, pupils and other parents).

I must inform you that the Local Academy Council will not tolerate aggression towards members of the school community and will act to protect its staff and pupils from any form of abuse or intimidation. I should warn you that any future conduct could result in the school imposing conditions restricting your access to the school or banning you from contacting or attending the school altogether.

I wish to give you the opportunity to give me any written comments regarding the report about your conduct. These comments may include any assurances you are prepared to give about your future good conduct.

Details of our policy on dealing with abusive parents can be found on our website.

Yours sincerely,
Headteacher

Appendix B - Written warning with an invitation to discuss events (Step 2)

Dear,

I have received a report about your conduct at the school on (enter date, time or details).

(Add factual summary of the incident and its effect on staff, pupils and other parents).

You will recollect that I have already written to you about a previous incident on (date) warning you of the consequences of any further insulting or aggressive behaviour on your part.

I must inform you that the Local Academy Council will not tolerate conduct of this nature on the school premises and will act to defend school staff and pupils.

I am therefore writing to invite you to attend a meeting on (date and time) to discuss the incident. Failure to attend a meeting may result in the school imposing conditions regarding the contact you have with the school.

Details of our policy on dealing with abusive parents can be found on our website.

Yours sincerely,
Headteacher

Appendix C - Final written warning informing parents of imposed conditions (including a ban) (Step 3)

Dear,

I have received a report about your conduct at the school on (enter date, time or details).

(Add factual summary of the incident and its effect on staff, pupils and other parents).

You will recollect that I have already written/spoken to you about a previous incident on (date) warning you of the consequences of any further insulting or aggressive behaviour on your part.

I must inform you that the governing body will not tolerate conduct of this nature on the school premises and will act to defend school staff and pupils.

I am therefore writing to inform you that I am imposing conditions on the contact you may have with the school. These are as follows: (delete as appropriate)

- You must be accompanied to any meeting with a member of school staff
- You may not approach any member of staff unless you are accompanied by the Headteacher or a member of the senior leadership team.
- You may not contact by telephone or in writing any member of staff. You may contact the Headteacher only.
- You may not attend any events for parents except those where you will be accompanied by the Headteacher or a member of the senior leadership team.
- Other measures as are reasonable and proportionate

OR (Ban)

I am therefore writing to inform you that I am recommending imposing a ban on you attending or contacting the school. This means you may not attend school for any reason whatsoever. You must not contact any member of staff by telephone or e-mail. You do, however, have the right to attend one meeting per year to discuss your child's progress. This meeting will be with me, and I will contact you to arrange this at the time of the next parents' evening.

The restrictions are provisional until they have been reviewed by the Chair of Governors. Please consider them in force until you receive their confirmation.

The Chair of Governors will need to decide whether it is appropriate to confirm or overturn this decision. You may, if you wish, send a letter in writing with any comments of your own within 10 working days of the date of this letter. They will then write to you the outcome of their decision.

Details of our policy on dealing with abusive parents can be found on our website.

Yours sincerely,

Headteacher



Appendix D - Letter from Chair of Governors to confirm or overturn Headteacher's decision (Step 4)

Dear,

The Headteacher (name) wrote to you on (date) to detail concerns about an incident when your behaviour fell far short of what we expect as a school. You will be aware she has written to you previously about your behaviour.

I have not received a written response from you. / I have received a letter from you dated (date), the contents of which I have considered carefully. (delete as appropriate)

In the circumstances, and after further consideration of the Headteacher's report and your letter (delete as appropriate), I have determined that the decision to impose conditions/a ban (delete as appropriate) on you should be confirmed.

The decision will be reviewed on _____ (date)

OR

In the circumstances, and after further consideration of the Headteacher's report and your letter (delete as appropriate), I have determined that the decision to impose conditions/ban (delete as appropriate) should be overturned. However, should there be a repeat of inappropriate behaviour towards staff, all of the above sanctions will apply.

Yours sincerely,

Chair of Local Academy Council