



Code of Conduct for Parents and Visitors and managing inappropriate behaviour

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Document Control

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Approval		
Meeting	Date	Chair
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1. Code of Conduct for Parents and Visitors to our School

At Wirksworth Junior School, 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 which parents are expected to act in accordance with.

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.

2. 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 (2022) 'Keeping children safe in education 2025'
- DfE (2018) 'Controlling access to the school premises'

This document operates in conjunction with the following school policies:

- Complaints Procedures Policy
- Photography Policy
- Social Media Policy
- Mobile Phones Policy
- Child Protection and Safeguarding Policy
- Drug and Alcohol Policy
- Dealing with unacceptable behaviour Policy

3. Expectations

Our school expects parents to:

- Act in accordance with this code of conduct at all times.
- Trust that the staff are working in the best interests of your children.
- 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 reflect that they are role models for pupils. (This is not an endless list, but examples of inappropriate clothing would be: swear words on clothing, being topless, wearing pyjamas)
- Recognise that there could be different sides to a story or additional information that needs to be understood before you have a complete picture of what has happened.
- Allow up to 3 working days for a reply from a teacher; contact with admin and office will receive a quicker response.
- Address staff politely and courteously both verbally and when writing.
- Refrain from making complaints personal by calling into question staff's motives, competency, professionalism, integrity, or honesty. Legal and police advice will be sought if comments amount to defamation or cyber-bullying.
- Refrain from using sarcasm or aggressive words and phrases to try to make staff feel guilty, or shamed.
- We will not tolerate intimidation of our staff. This may include aggressive hand gestures, swearing or threats to involve Ofsted, the press, the Department for Education, police, governors, solicitors, or the local authority.

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

- Photography Policy
- Mobile Phone Policy
- Drug and Alcohol Policy
- Social Media Policy
- Complaints Policy

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

Who should I contact? *

Headteacher
via Class Dojo, emails via the school office, or by pre-arranged meetings
Safeguarding concerns
Questions that can't be answered by the class teacher
Whole school suggestions or complaints
General help and support regarding the day-today running of the school
Complaints
Queries about the strategic leadership of the school and school governance
Compliments

Class Teacher
via Class Dojo, Face to Face catchups before or after school, emails via the school office, or by pre-arranged meetings
Reading and homework
Friendships and behaviour
Academic progress
How to help your child
General questions that cannot be answered by the Office
Compliments
Future events queries e.g. class assemblies
Any information about your child that is relevant to their day/time in school
SENCO
Emails via the School office or pre-arranged meetings
Referrals and signposting to external services
Advice on Special Educational Needs and Disabilities
Compliments

Admin or Office
via the Office, Office email, or school telephone number
ParentPay queries, lunch and club bookings
Messages to pass onto staff/senior leaders
Medical appointments or medication in school
Absences
Messages about being late or change to pick up arrangements
Music lessons
General questions
Leave of Absence Requests
Compliments
Governors
Emails via the clerk to governors' email, or by pre-arranged meetings
Any concerns regarding the Headteacher or matters that have not been dealt with satisfactorily through meetings with the Headteacher

Please note that these lists are not meant to be exhaustive but should provide guidance as to where to direct your communication with our schools.

Contact Details:

• School Office	01629 822457	info@wirksworth-jun.derbyshire.sch.uk
• Headteacher	01629 822457	headteacher@wirksworth-jun.derbyshire.sch.uk
• SENDCo	01629 822457	tom.brooks@wirksworth-jun.derbyshire.sch.uk
• Governing Board	01629 822457	clerk@wirksworth-jun.derbyshire.sch.uk

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.

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

- Using foul, abusive or offensive language.
- Raising voices inappropriately at another individual.
- Making racist 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 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 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 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 the school premises without permission from the school.
- Driving unsafely within the vicinity of the school.

We acknowledge that sometimes there can be situations that can be emotional and challenging for parents and staff to work through. Nonetheless, we expect all our community to show mutual respect. We have clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and pupils (through our behaviour policy). We also expect parents to engage constructively with school staff and to work together with them in the best interests of our children.

- We will only communicate with parents in respect of their own child at the school. Requests to raise a concern on behalf of another parent will be declined, as will be requests for information on another child.

- Should any correspondence be received from legal advisers then this will be shared with the school's legal advisers.
- If parents are considering making a formal complaint, please follow our complaints policy which can be found at this link. Stage 1 of our policy suggests that other forms of communication can often help in resolving issues and we encourage parents to use this route.

6. 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.

All incidents will be logged as a health and safety incidents, including near misses, for patterns of behaviour to be seen, and actions taken by the leadership team to keep all children, staff and parents safe.

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. Reasons why parents have been unable to follow the code of conduct policy will be discussed and investigated to build stronger working relationships and make a positive change to the behaviours.

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, e.g., no longer allowing the parent to send emails to a staff member directly.
- Reporting content that the parent has posted online to the website's admin.
- 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 when a parent is being violent or has committed assault, or when 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 School premises section of this policy.

Appendix 3-7 list model letters that could be used to support parents following the code of conduct.

Procedure for dealing with abusive parents, carers of visitors

Step 1 – Letter to explain what is considered acceptable behaviour (See Appendix 3)

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 Governors (or other appointed Governor, 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.

N.B. Any incidents of violent conduct would immediately proceed to Step 5.

Step 2 – Written warning with an invitation to discuss events

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 events.

As for Step 1, if the Headteacher has been subject to abuse, this will be done by the Chair or appointed governor.

Step 3 – Final written warning informing parents of imposed conditions

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 complete ban).

Step 4 – Letter from Chair of Governors to confirm or overturn Headteacher's decision

The Chair of Governors (or other appointed Governor) 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 but that person persists in entering the school 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.

7. 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 have they 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 into 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 who 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.

8. Monitoring and review

This document will be reviewed every year, and any changes made will be communicated to all parents and staff at the school.

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.

Home - School Communication Charter

Communication between home and school is vital to good communications and for the wellbeing of students, parents, carers and staff.

This Charter sets out how communication will be managed to make sure it is productive.

In addition to parents' evenings, school events, etc., there may be occasions when parents or carers wish to communicate with the school directly with questions or information related to their child.

To make sure that this is effective these principles will be applied.

If an emergency situation arises, it is important that you contact us as soon as possible and explain what has or is happening.

Our commitment as a School / Multi Academy Trust

We will:

- ensure that there is regular, proactive communication about your child's achievement and wellbeing
- respond to emails, phone calls or requests for meetings usually within **three working days**
- ask an appropriate member of staff to address the issue as soon as possible, when an urgent matter is raised with us
- display polite, professional conduct at all times
- acknowledge receipt of an email – and confirm that a fuller response will be sent within three working days.

Our expectations of parents and carers

You will:

- ensure that any communication with the school, whether by email or telephone, is polite and respectful
- make use of information channels in place, such as the school website, for keeping up to date with routine information
- give an outline of what the issue is, to make sure the query is directed to the right person office@wirksworth-jun.derbyshire.sch.uk or main reception telephone number 01629 822457 as first point of contact (the school will forward your request to the appropriate staff member – according to school policy)
- ensure your emails are brief and clear
- refrain from sending multiple emails or making multiple 'phone calls regarding the same query
- limit the number of people you send an email about a query
- understand that a teacher or member of staff may be unable to respond on the same day on which a query is made
- understand that teachers or other school staff will not respond outside of school hours, i.e., evenings, weekends or holidays
- use any school social media channels appropriately and any personal social media in a way that is not defamatory or abusive

If there is an in-person meeting, everyone must show mutual respect. The meeting will focus on resolving the issues that are relevant to that family or student.

No offensive language, insults or personal attacks on school staff will be tolerated. If any such incidents occur, the meeting or call can be terminated with immediate effect.

A parent, carer or young person may only record a meeting or conversation with the express permission of all parties in that call or meeting.

The constraints on school resources make it essential that parents and carers use authorised school procedures to avoid diverting time and attention that must be invested directly in students' learning and wellbeing.

Please note that unreasonable, excessive, abusive or offensive communication is unacceptable, and the school reserves the right to address any such problems as they feel are appropriate. This can include restricting correspondence to a specified email address, using a single person as a point of contact or using hard copy post and/or by placing restrictions on 'phone calls. Parents and carers have an implied licence to enter a school site, in cases where behaviour is inappropriate, threatening or argumentative, this licence can be revoked.

If a response has been given to a query, unless matters change, further responses will not be sent.

Our aim is to ensure that all communications and discussions about students and their families are positive and move matters forward in a mutually respectful manner.



Acceptable behaviour towards our employees

Wirksworth Junior School are committed to treating you with respect and courtesy when using our services.

Please treat our employees with the same respect and courtesy as you'd expect from us.

Our employees have the right to work in a safe environment and will not tolerate behaviour which is abusive, offensive or threatening.

In such instances, Wirksworth Junior School leadership and Governors will take firm and effective measures to support any employee who is subject to unacceptable behaviour.

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Appendix 3 - 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 Wirksworth Junior School.

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

I must inform you that the Governing Body 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 4 – 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 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 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 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 5 – 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 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 of the school.
- Other imposed conditions as are reasonable and proportionate

OR (if imposing a 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 email. 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 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 6 – 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 (overturn of ban)

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) 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 Governors

Appendix 7 – Letter from Chair of Governors to discuss covert recording of staff members.

Dear parent,

I am writing to you regarding the conversations we are aware you have recorded between yourself and the class teacher/headteacher on date/multiple occasions.

Under UK law, including the Data Protection Act 2018 and UK GDPR, you may record conversations for personal use. This is covered by the 'household exemption' which means data protection law does not apply when recordings are kept strictly private and for personal use only.

However, if recordings are shared with third parties (for example, Governors, an Exclusion Panel, or posted online etc), this goes beyond personal use and falls under data protection legislation. In such cases:

- You would become a data controller for the personal data in the recordings.
- You must comply with the UK GDPR principles, including lawfulness, fairness, and transparency.
- Sharing without a lawful basis would breach data protection legislation, could infringe the rights of those recorded and may lead to complaints or enforcement action by the ICO.

For clarity:

- **Personal use (e.g. keeping the recording for your own reference) is permitted.**
- **Sharing or publishing (including on social media or with other parties) is not permitted without a lawful basis, such as the consent of all individuals recorded.**

We ask that you do not distribute or upload these recordings, as doing so could breach privacy and data protection laws and contravene school policies designed to protect staff and pupils.

If you have concerns you wish to raise, please use the school's formal complaints process so that matters can be addressed appropriately.

Yours sincerely,

Headteacher/Chair of Governors

Wirksworth Junior School