# Parents' Code of Conduct

Ashton Primary School

**Date created: December 2025**

**Most recent policy review date: September 2026**

**By: Laura Butterworth**

**Review date: September 2027**

# PARENT CODE OF CONDUCT

At Ashton Primary 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 asked to leave the premises and could result in a ban from the site.

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. Expectations

### 1.1. Our school expects parents to:

- Set a good example to pupils through their behaviour and the way they interact with staff, pupils and other adults
- Work together with staff for the benefit of their child
- Treat all governors, staff members, pupils, other parents and any other individuals connected to the school with dignity and respect
- Work with staff members to resolve any issues of concern
- 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
- Park safely and courteously when dropping-off and collecting pupils from school

## 2. Inappropriate behaviour

### 2.1. Parental behaviour that the school does not tolerate includes 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
- Sending abusive 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
- Using physical violence on the school premises or on a member of the school community
- Physically intimidating an individual

- Writing or posting abusive, offensive or defamatory comments about an individual or the school, including on social media
- Posting content on social media that is damaging to the school's reputation
- Sending staff aggressive emails or other communications
- Harassing any member of the school community
- 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
- Smoking 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

## 3. Managing inappropriate behaviour

3.1. If a parent is behaving inappropriately, a report should be made to the class teacher or the Headteacher depending on the severity of the behaviour.

3.2. Parents should 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.

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

3.4. When a parent has behaved inappropriately, they may be invited to a meeting by the headteacher to discuss their behaviour and to attempt to resolve the issue.

3.5. 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/messages to a staff member directly
- Reporting content 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

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

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

3.8. 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.

3.9. 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.

3.10. 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 may be contacted to remove the individual from the premises.

3.11. 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.

3.12. If a parent persistently displays unacceptable and inappropriate behaviour, this may result in them being barred from the school premises.

## 4. Barring from the school premises

4.1. The school has the right to bar a parent from the premises to keep the school community safe.

4.2. If a parent is displaying inappropriate or concerning behaviour, they will be asked to leave the school premises.

4.3. 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.

4.4. 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.

4.5. 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.

4.6. The chair of governors will take account of any representations made by the parent and decide whether to confirm or lift the bar.

4.7. The parent will be notified in writing of the decision to uphold or lift the bar.

4.8. 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.

4.9. Decisions to bar will be reviewed at the end of the agreed timescale, in line with the process outlined above.

4.10. 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.

4.11. 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 should seek independent legal advice.

## 5. Monitoring and review

5.1. This document will be reviewed on an annual basis by the headteacher.

5.2. 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 contents.