



Boroughbridge High School and King James's School Federation
POLICY STATEMENT

Parent and Carer Code of Conduct

Policies last reviewed (date)	January 2026
Ratified by Governors (date)	January 2026
Next policy review due (date)	January 2028
Due for review by Governors (date)	January 2028
Staff Lead	Miriam Oakley & Kathryn Stephenson

MISSION STATEMENT:

To enable exceptional student support by maintaining a culture of respectful partnership working, between school and parents/carers underpinned by clear expectations and guidelines around communication and conduct.

Significant revisions since the last review:
Changing of KJS Headteacher.

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Section 1: Purpose and Scope

Across the Boroughbridge High School and King James's School Federation, we value positive and supportive relationships with parents and carers, recognising that effective education of children is a process that involves partnership between parents and carers and school. We have a commitment to modelling appropriate behaviour for our pupils at all times. We welcome and encourage parents and carers to participate fully in school life which includes raising any concerns. This will enable us to create a safe, respectful and inclusive environment for our pupils, parents, carers and staff.

To help us to 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 pupils (through our Behaviour policies).

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

Section 2: Parents, Carers and Other Visitors' Code of Conduct

We expect parents, carers and other visitors to:

- Understand that staff and parents/carers need to work together for the benefit of their children.
- Support school policies which are in place including the Behaviour Policy.
- 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 bring about a peaceful solution to any issue.
- Correct their own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Approach the school to help resolve any issues of concern as outlined in the Complaints Procedure.
- Appreciate that whilst we are always happy to meet with parent and carers to discuss issues, we are unable to do so without an appointment, due to other commitments and workload in school.
- Give school appropriate lengths of time to respond to enquiries or concerns (as per communications policy).

Section 3: Types of Unacceptable Behaviour

- Behaviour that interferes with or threatens to interfere with the operation of a classroom or learning environment, office or any other area of the school grounds.
- 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.
- Using physical aggression towards another adult or child, including your own.
- Damaging or destroying school property.
- Sending abusive or threatening emails or text/voicemail/phone message or other written communications.
- Demanding to meet staff without an appointment.
- Demanding to remove your child without an appointment or prior notice.
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Sending abusive messages to another member of the school community, including via text, email or social media
- 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 or illegal drugs on school premises.
- Dogs (and other animals) being brought on to school premises with the exception of assistance dogs.

Section 4: Breaching of Code of Conduct

If the school suspects, or becomes aware, that a parent, carer or visitor has breached the code of conduct, the school will gather information from those involved and speak to them about the incident.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent
- Invite the parent into school to meet with a senior member of staff or the headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the local authority's legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the headteacher.

The headteacher will consult the chair of governors before banning a parent from the school site.

Appendices:

Model Letters

1. Initial warning letter from the headteacher

➤ Remove these model letters before sharing the code of conduct with parents or if you decide to link to it on your website

Dear [parent name],

I've received a report about your conduct on [time and date].

[Summary of incident, including location, and the effect on staff, pupils and other parents.]

If the incident is minor, add:

This behaviour is not in keeping with our parent/carer code of conduct. [Please find a copy attached to this letter.]

If the incident is more serious, add:

As written in our parent/carer code of conduct, we do not tolerate this kind of behaviour in our school. [Please find a copy attached to this letter.]

We believe that all staff, pupils and parents are entitled to a safe, respectful and inclusive environment, and that parents and carers are as responsible for creating this environment as school staff. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the values of the school. I must inform you that we will not tolerate conduct of this nature on its premises and will act to defend its staff and students.

Continue with:

I am therefore informing you that should the school staff have any further concerns about your behaviour formal procedures will be followed

If you want to invite the parent in for a meeting, add:

I'd like to invite you in to school to discuss this incident, and how we can work together to prevent similar issues in the future.

Please contact the school office on [phone number] to book an appointment.

Yours sincerely

Headteacher

2. Model letter banning a parent from the school site

Dear [parent name],

I am writing to inform you that, after consultation with the chair of governors, I am banning you from the school site until [date].

You can also choose to ban a parent permanently. In that case, amend the sentence above.

Despite previous correspondence and conversations about your conduct, there have been further breaches of our parent code of conduct.

[Include details of the incidents, including dates, locations and effects on staff/pupils/other parents for every relevant incident.]

We believe staff, parents/carers and children are entitled to a safe and protective environment in which to work. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the school. I must inform you that the school will not tolerate conduct of this nature on its premises and will act to defend its staff and students.

The Headteacher/Head of School has already contacted you on _____. I am therefore informing you that should the school staff have any further concerns about your behaviour you will be asked not to enter the premises and you could be prosecuted under Section 547 of the Education Act 1996.

The withdrawal of permission for you to enter the school premises takes effect immediately. However, I still need to decide whether it is appropriate to confirm this decision. Before I do so, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received from the Headteacher. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct. To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by (state date ten working days from the date of letter). If on receipt of your comments I consider that my decision should be confirmed, you will be supplied with details of how to pursue a review of the circumstances of your case.

If you do not comply with the ban, I will arrange for you to be removed from the grounds and you may be prosecuted under Section 547 of the Education Act 1996.

If you would like to raise a complaint, you can do so using the school's complaints procedures, which are available on our website.

Yours sincerely

Headteacher

<u>Breach of Parent & Carer Code of Conduct</u>		
Staff Incident Report Form		
<p>This includes trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to personal property. This form should be completed as fully as possible (please use a continuation sheet if necessary). For an incident involving or witnessed by a pupil, a member of staff should complete the form on their behalf. However, any discussion between one witness and another should not precede completion of the form, as this might lead to allegations of collusion.</p>		
Date of Incident:	Day of Week:	Time:
Name of staff reporting the incident:		
Staff role:		
Name(s) of individuals causing the breach (if known):		
Relationship between member of staff and individual (if any):		
Description of Incident (continue on separate sheet if necessary):		
Location of Incident (draw sketch if appropriate):		
Outcome (e.g. if police were called; whether trespasser was removed from the premises; whether parents contacted; any legal processes followed)		

Names of witnesses:	
Other information completed if appropriate:	
a) Possible contributory factors	
b) Is the individual known to have been involved in other previous incidents? Yes/No (Give dates & details)	
c) Had any measures been taken to prevent this type of event occurring? If so, what?	
d) Name & details of any police officer attending, or incident number:	
e) Any other information	
Time:	Date:
Signature:	
Please pass this form to the Headteacher, as soon as possible. Incidents should be recorded on CPOMS or Bromcom.	