

Code of Conduct for Parents

June 2025

Policy no:

Coordinator	Headteacher
Review Frequency	Every 3 years
Last reviewed	June 2025
Agreed by SLT on	February 2024
Agreed by Governors on	Reviewed June 2025
Committee	Local Governing Body
The policy is communicated by the following means	
Governors	Consultation by e-mail and at meetings when reviewed and agreed
Staff	Policy folder on the staff portal
Parents	Via Arbour and School website
Students	NA

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2. Our expectations of parents and carers.
3. Behaviour that will not be accepted
4. Breaching this guidance.

Appendix 1: model letters.

1. Aims and rationale

1.1. At Sarah Bonnell School, we believe it is important to:

- Work in partnership with parents to support their child's learning.
- Create a safe, respectful and inclusive environment for students, staff and parents.

1.2 In order to promote this positive working relationship the school prioritises effective communication between home and school. Our [Communication Policy](#) and [Home/School Agreement](#) provide further details.

1.3 We have high expectations and clear guidelines regarding standards of behaviour for all members of our community and these are regularly reviewed and updated. These expectations can be found in the following documents:

The Sarah Bonnell Way - student conduct

Staff Expectations - staff conduct

Parent Code of Conduct - parent conduct (this document)

Home/School Agreement - student, staff and parent partnership

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

1.5 We use the term 'parent' to refer to:

- Parents and carers.
- Any adult with parental responsibility for students.

1.6 We use the term 'school community' to refer to:

- Everyone involved in supporting learning at the school
- This includes students, parents, teachers, support staff, governors and visitors.

2. Our expectations of parents

We expect parents and other visitors to:

- Adhere to the ethos, vision and values of Sarah Bonnell School
- Work together with staff in the best interests of our students.
- Model appropriate behaviour and the Sarah Bonnell Way for our students at all times.
- Treat all members of the school community with respect – setting a good example with speech and behaviour.
- Seek a peaceful solution to all issues.

- Contact the appropriate member of school staff to resolve any issues of concern

3. Behaviour that will not be accepted

- Swearing, or using offensive language.
- Displaying a temper, or shouting at members of staff, students or other parents.
- Threatening another member of the school community.
- Sending abusive messages to another member of the school community, including via text, email or social media.
- Posting comments or images about the school, its staff or any member of its community, on social media platforms that:
 - Are disrespectful, offensive or untrue.
 - Aim to damage the reputation of an individual or the school.
 - Can cause offence, upset or distress.
- Any intimidating behaviour (including physically, verbally or in writing) towards another child or adult.
- Making malicious (untrue or unfounded) allegations against staff in person, over the phone or in writing / on social media

The school reserves the right to advise staff to end phone calls or meetings where there are concerns regarding the behaviours mentioned above from parents.

4. Failure to adhere to the expectations

If the school suspects, or becomes aware, that a parent has breached this guidance, the school will gather information from those involved and speak to the parent 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, including the police (in cases of criminal behaviour)
- Seek advice from our 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 this guidance rests with the headteacher.

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

Appendix 1: model letter 1

Initial warning letter from the headteacher

Dear [parent/pwpr name],

I've received a report about your conduct on [time and date]. [Summary of incident, including location, and the effect on staff, students and other parents.]

If the incident is minor, add: This behaviour is not in keeping with our guidance for parents. [Please find a copy attached to this letter.]

If the incident is more serious, add: As written in our guidance for parents, we do not accept this kind of behaviour in our school community. Please find a copy of this guidance attached to this letter.

We believe that all staff, students and parents are entitled to a safe, respectful and inclusive environment, and that parents are as responsible for creating this environment as school staff.

Continue with: Further breaches of the code of conduct may result in a ban from the school site and vicinity of the school (ie school gates and areas immediately outside the school during school hours 0800 - 1700)

If you want to invite the parent in for a meeting, add: I'd like to invite you into the school to discuss this incident, and how we can work together to prevent similar issues in the future.

Please contact my PA on [phone number/email to book an appointment.

Yours sincerely

Headteacher

Appendix 2: model letter 2

One point of contact letter from the headteacher

This letter explains that we are limiting parents' points of contact at the school. This letter could also be extended by including a specific communication plan e.g. catch up phone call once a week, limiting number of emails etc

Dear [parent/pwpr name],

I am writing to inform you that, after consultation with the chair of our board of governors, I am confirming that X (state role) will be your one point of contact at the school from [state timeframe]. This means that all calls, emails and in-person and online meetings will only be conducted with this one member of staff.

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 guidance for parents.

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

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

Yours sincerely

Headteacher

Appendix 3: model letter 3

Model letter banning a parent from the school site

Dear [parent/pwp name],

I am writing to inform you that, after consultation with the chair of our board 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/students/other parents for every relevant incident.]

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 complaints procedures, which are available on our website.

Yours sincerely

Headteacher

Model Letter 4 - with police involvement

I would like to remind you that all visitors to the school, including parents and family members, must act respectfully and calmly towards all members of our school community.

As Headteacher I have the authority to ban parents and other family members from the school site and vicinity of the school if I consider there is a risk that their behaviour could harm the welfare of others in the school community.

In light of the incident (date and time) I have taken the decision to ban you /and your family members from the school site and local areas around the school . This ban is in place to safeguard your daughter, you, your family and other members of our community.

This means that from the date of this letter until further notice you, and other family /friends who are not students at this school, may not attend the school in person or be in the local area outside school gates. You must not approach, either directly or indirectly, any student or their family at Sarah Bonnell School.

If you need to report any concerns about the actions of a student at this school you will be required to contact the school by phone, email or in writing using the school contact list shown on the school website. In addition to this, you can phone the school reception, between the working hours of 8.00-5.00pm, who will put you through to a member of senior staff on duty or your daughter's Year Team.

Key staff working to support your daughter will continue to maintain effective communication with you about her wellbeing, academic progress and personal development via the Go4Schools app, email, telephone and letter. In addition to this there may be occasions when the school invites you to attend meetings. If this happens you will be contacted directly by my PA, and given details about when and where to attend as the meeting(s) may take place in another school or location in our trust.

Whilst this ban is in place you and other family members who are not students at this school may not attend school events like school shows, Parents' Evening etc.

The incident that took place is now a police matter and if you have any questions or concerns about their investigation I have been asked to advise you to contact the police quoting the following crime reference number :

Yours sincerely

Headteacher