St Luke's CE First School
Parent Code of Conduct Policy
2026-2029

Approved by Governors on: 19th November 2026

To be reviewed: November 2029

Rationale

St Luke's CE First School is committed to ensuring that staff, pupils, parents, carers and visitors experience a safe, respectful and protective environment. Behaviour that causes **harassment, alarm, distress, intimidation or disruption** is contrary to the aims and values of the school.

"Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the school."

This policy applies to **all interactions connected to the school**, including in person, online, via Class Dojo, email, telephone, social media, and at off-site school events.

Our School Vision

In our St Luke's family, we recognise we are all God's children and through our caring and nurturing environment, we follow His word. We trust and rely on God's teaching so that we can encourage each other, develop our relationship with one another and the world, and flourish in all that we do. *God's word is a lamp to my feet and a light to my path. (Psalm 119 v.105)*

Aims

- To ensure all members of the school community treat each other with **respect, courtesy and kindness**.
- To ensure adults model positive behaviour for children at all times.
- To protect staff, governors, pupils, parents and visitors from abusive, threatening or inappropriate behaviour.
- To set clear expectations for communication, conduct and boundaries.
- To ensure the school can take proportionate action when behaviour breaches expectations.

Expectations of Parents, Carers and Visitors

Parents, carers and visitors are expected to:

- Communicate respectfully with staff at all times, including via **Class Dojo**, email and telephone.
- Follow school procedures for raising concerns or complaints.
- Support the school's ethos, values and behaviour expectations.
- Respect staff professional boundaries, including **not approaching staff outside working hours** or in non-school settings.
- Use social media responsibly and **not post content that is abusive, defamatory, inflammatory or damaging to the school or individuals**.
- Refrain from filming or photographing staff or pupils without permission.
- Treat all members of the school community with dignity, regardless of race, gender, disability, religion, sexual orientation or background.

Unacceptable Behaviour

The following behaviours are considered serious, unacceptable and will not be tolerated. This list is illustrative, not exhaustive.

Aggressive or Abusive Behaviour

- Shouting, swearing or using insulting language (in person or via phone/email/Class Dojo).
- Speaking or writing in an aggressive, threatening or intimidating tone.
- Physical intimidation (e.g., standing too close, blocking exits).
- Aggressive hand gestures or exaggerated movements.
- Physical threats or acts of violence (pushing, hitting, slapping, kicking, spitting).
- Shaking a fist or making threatening gestures.

Hate-Related or Discriminatory Behaviour

- Racist, sexist, homophobic, biphobic, transphobic or ableist comments.
- Any behaviour that constitutes a **hate incident** under DfE/UK law.

Digital Misconduct

- Inappropriate or bullying posts on social networking sites.
- Harassing staff via Class Dojo, email or messaging apps.
- Creating or sharing WhatsApp/Facebook groups to target staff or parents.
- Posting confidential or misleading information about the school.
- Filming or recording staff without consent.

Boundary Violations

- Confronting staff in car parks, off-site or outside working hours.
- Entering restricted areas of the school without permission.
- Attempting to record conversations with staff.

Legal Considerations

Unacceptable behaviour may result in the police being informed. It is an offence under **Section 547 of the Education Act 1996** to cause a nuisance or disturbance on school premises. Other relevant legislation includes the **Public Order Act 1986**, **Protection from Harassment Act 1997**, and **Malicious Communications Act 1988**.

Consequences and Sanctions

If the school suspects, or becomes aware, that a parent/carer has breached the code of conduct, the school will gather information from those involved. Depending on the nature of the incident, the school may then:

- Create a written log of the incident.
- Send a warning letter to the parent.
- Invite the parent into school to meet with a senior member of staff or the Headteacher
- Place restrictions on communication (e.g., email only, no Class Dojo messaging).
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from our legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Place a temporary or permanent ban from school premises.
- Put in place a ban from attending school events or trips.
- Establish a requirement for meetings to be held with two staff present.
- Seek Police involvement where behaviour constitutes an offence.
- Make safeguarding referrals where behaviour impacts children.

Each situation will be based on a case by case basis and action appropriate to the situation will be taken. 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. The school reserves the right to take necessary action to protect staff, pupils and the wider community.

Banning Procedure

- A ban may be issued by the Headteacher or Chair of Governors.
- The ban will be confirmed in writing, outlining duration and conditions.
- Bans apply to **all school-related environments**, including events and meetings.

Appeals

Parents/carers have the right to appeal a ban by writing to the Chair of Governors within **10 days**. The ban remains in place during the appeal process. The Governing Body's decision is final.

Responsibilities

Headteacher

- Enforces this policy and ensures staff are protected.
- Issues warnings or bans where necessary.
- Reports serious incidents to governors and external agencies.

Governors

- Monitor the effectiveness of this policy.
- Review incident patterns and ensure staff wellbeing is protected.
- Hear appeals relating to bans.

Staff

- Report incidents promptly.
- Maintain professional boundaries.
- Record incidents accurately.

Parents/Carers

- Follow the expectations set out in this policy.
- Use appropriate channels to raise concerns.
- Model respectful behaviour for children.

Incident Reporting

All incidents of unacceptable behaviour will be logged with the Headteacher and Chair of Governors.

Appendix 1 – Incident Report Form

The form should be completed as soon as possible after an incident.

Date of incident	
Time of incident	
Name & Role of person reporting incident	
Date incident reported	
Name(s) of person(s) causing incident (where name(s) is/are unknown, provide other details of which may allow their identification)	
Status(es) (parents/carers/visitors/trespassers)	
Names of Witnesses	

Full description of incident **Nature of incident** (identify all that apply): • Verbal abuse • Threats • Physical aggression • Hate-related incident • Digital misconduct • Social media harassment • Trespass • Disturbance • Damage to property • Other (specify)	
Digital Evidence Supplied? i.e. screenshots/pictures/videos?	
Was the incident filmed or recorded?	
Immediate actions taken	
Impact on wellbeing?	
Impact on pupils?	
DSL Informed?	
Police Contacted?	
Medical attention required?	
Recommended next steps	
Headteacher Comments & Signature	

Governor Comments/Review (if required)	