



Parental Code of Conduct Policy

Responsible Committee	Full Governing Body
Date reviewed	January 2026
Next Review date	January 2027

Rationale:

We believe the staff, parents and children of Chambersbury Primary School 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.

Aims:

That all members of the school community treat each other with respect

Expectations.

- ✚ That adults set a good example to children at all times, showing them how to get along with all members of the school and the wider community
- ✚ That no members of staff, parents or children are the victims of abusive behaviour or open to threats from other adults on the school premises.
- ✚ Physical attacks and threatening behaviour, abusive or insulting language verbal or written, to staff, governors, parents and carers, children and other users of the school premises will not be tolerated and will result in withdrawal of permission to be on school premises.
- ✚ Any parent who is asked to leave the school premises will have the right to appeal the decision by writing to the Chair of Governors

Please note that incidents of rudeness and poor/threatening behaviour will be logged with the Chair of Governors

Guidelines

Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the school community:

This is not an exhaustive list but seeks to provide illustrations of such behaviour:

- ✚ Shouting, either in person or over the telephone
- ✚ Inappropriate posting on Social Networking sites deemed as bullying
- ✚ Speaking in an aggressive/threatening tone
- ✚ Physically intimidating, e.g. standing very close
- ✚ The use of aggressive hand gestures/exaggerated movements
- ✚ Physical threats
- ✚ Shaking or holding a fist towards another person
- ✚ Swearing
- ✚ Pushing
- ✚ Hitting e.g. slapping, punching or kicking `
- ✚ Spitting
- ✚ Racist or sexist comments

Unacceptable behaviour may result in the Police being informed

Procedures

The School's Measures to Avoid, Prevent and Minimise Incidents

1. The headteacher has the prime responsibility in the school to ensure that the staff are protected. This responsibility is delegated to the members of the Senior Management Team who share in the responsible for safety of staff on a day to day basis.
2. Risk Assessments
3. Staff are advised, however, in the event of an incident, to:
 - ✚ Speak calmly and without raising the voice
 - ✚ Be assertive but not aggressive
 - ✚ Be polite but firm
 - ✚ Seek assistance
 - ✚ Think about an escape route, should the need arise
 - ✚ Walk away.
4. In the event of an emergency, staff should request assistance from a member of the Senior Leadership Team, if available, otherwise the nearest member(s) of staff.
5. The member of Senior Management will request that the person causing offence leave the premises.
6. Should the person not leave the premises then the member of Senior Management will call the police.
7. The incident will be reported to the Local Authority.

Harassment

Situations can arise where staff find themselves subjected to a pattern of persistent and unreasonable behaviour from individual parents which is not abusive or overtly aggressive but which can be perceived as intimidating and oppressive. In these circumstances, staff may be faced with a barrage of constant demands or criticisms (on an almost daily basis) which, whilst not particularly taxing or serious when viewed in isolation, can have the cumulative effect over time of undermining their confidence, well-being and health. In extreme cases, the behaviour of the parent may constitute an offence under the protection from Harassment Act 1997. If so, the Police have powers to take action against the offender.

Actions to consider

If the actions of a parent appear to be heading in this direction, the Headteacher has the options of writing and/or talking to the parent explaining the gravity of the situation, banning the parent from the school premises and/or advising the parent to make a formal complaint which would provide for an independent investigation by the Local Authority.

Banning Parents and other Visitors from School Premises

1. Trespassing:

Section 547 of the Education Act 1996 makes it an offence for a trespasser on school premises to cause or permit a nuisance or disturbance. It allows for the removal and prosecution of any person believed to have committed the offence. The penalty for anyone convicted of this offence is a fine of up to £500.

A parent of a child attending the school normally has implied permission to be on the school's premises at certain times and for certain purposes. However, if the parent's behaviour is unreasonable, this permission may be withdrawn and they will become a trespasser.

The school's Governing Body would take the lead in giving consent for proceedings against a parent/carer.

2. The School may also decide to use the following legal measures:

- ✚ • Section 222 Local Government Act 1972
- ✚ • Anti Social Behaviour Orders
- ✚ • Protection from Harassment Act 1997
- ✚ • Criminal Damage Act 1971
- ✚ • Section 39 of Criminal Justice Act 1988
- ✚ • Section 47 of the Offences against the Persons Act 1861
- ✚ • Offences against the Public Order Act 1986
- ✚ • Section 31 of the Crime and Disorder Act 1998
- ✚ • Criminal Justice Act 1988

Non-statutory Measures

Aside from legal remedies detailed above, following an incident, the following strategies may also be used:

- ✚ If appropriate parents will be invited to make an appointment to speak to their child's class teacher should an issue arise that they wish to discuss, a member of the Senior Management Team will be present at this meeting and the discussion will be recorded.
- ✚ A class teacher may refuse to speak to a parent if the level of aggression increases during the meeting and is deemed to be unacceptable. In this case the meeting will be closed and the parent asked to leave the site.
- ✚ The Headteacher/member of the Senior Management Team may request an appointment with the parent in place of the class teacher to discuss the incident. It is advisable to have a witness present at this meeting.
- ✚ Any member of staff has the right to call 999 and seek assistance should they be confronted by verbal abuse or the threat of physical assault against them