

**Inclusion** is at the  
**heart** of our trust



# Parent Code of Conduct



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1	September 2022	COO	New policy
2	September 2025	C Carlon	Introduction rewritten. Add section 3 – Breaching the code of conduct. Section 5 & 6 added Formatting amended

## 1. Introduction



- 1.1 The schools within Oak Learning Partnership ('the trust') strive to build strong relationships with parents and carers to help create stimulating learning environments that continue from the schools to home, providing pupils with the opportunity to achieve to the best of their abilities.
- 1.2 We have a responsibility to ensure that we treat people with respect, openness and care, including children, parents/carers, and staff. We believe children learn best in a safe, supportive and inclusive environment based on respect underpinned by an effective partnership between parents/carers and Trust staff.
- 1.3 To create a welcoming and safe learning environment, the schools implement a specifically designed set of rules regarding behaviour and conduct. We expect parents and staff to model the behaviour we expect to see in our children.
- 1.4 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 removed from the school premises.
- 1.5 This document outlines the manner in which parents and visitors are expected to act whilst on the school premises and on social media sites, as well as detailing the type of behaviour that will not be tolerated, and the ways in which any inappropriate conduct will be addressed so that we can all work in a spirit of partnership and so that relationships can flourish.
- 1.6 It should be understood that at times, school may need to raise queries with parents, this is not a reflection of parenting skills or the school not understanding the pupils' needs. It is the case of having a good working relationship which focuses on the child's happiness.
- 1.7 Please also understand that Schools has the right and legal responsibility to share any concerns with social care through a social worker or MASH referral. This again isn't staff making judgement or making assumptions it's the framework we work in, and staff will always have the best interests of the child.

## **2. Expectations**

- 2.1 Parents/carers, visitors and adults authorised by parents/carers to be present on trust premises are expected to:
  - Act in accordance with this code of conduct at all times.
  - Respect and support the ethos and values of the trust and its individual schools through their behaviour.
  - Set a good example to all pupils through their own behaviour and the way they interact with staff, pupils and other adults.
  - Work together with staff for the benefit of their children and to resolve any areas of concern.
  - Treat all members of the school communities with dignity and respect using appropriate language and behaviour.
  - Where appropriate, clarify the child's version of events with the school to bring about a peaceful solution to any issue.
  - Promote good pupil behaviour at all times, especially where it could otherwise lead to conflict, aggressive or unsafe behaviour.
  - Respect the school's property and environment by keeping it clean and tidy.
  - Approach the school to help resolve any issues of concern and follow the trust

complaints procedure where necessary.

- Follow the school's parking rules and procedures for dropping off and collecting pupils from school.
- Dress in an appropriate manner when on the school premises and attending school events and ensure their dress and appearance reflects that they are role models for pupils.
- Be tolerant of each other's views, beliefs and opinions.
- The involvement of other agencies such as the police, the LADO, local authority or OFSTED is a parental right, but we welcome open dialogue in the first instance to allow school staff to address the issue directly.

2.2 We acknowledge that at times there will be disagreements, fall outs and incidents between pupils in school. To ensure that these incidents are dealt with safely and effectively, we ask that parents/carers speak to school staff rather than approaching the other child or parent directly or through social media to reprimand them.

2.3 Email contact with staff is used in our schools as a way to support collaboration. However, there is no expectation that staff must respond to emails within a specific timescale and staff may choose not to respond to any aggressive emails.

2.4 Public communication regarding any of our schools (e.g. on social media) should be factual and where there is a concern this concern should be shared with the school in the first instance to enable resolution. No member of staff deserves to be named directly in a negative way on any social media platforms, and this will be challenged by the school or trust.

2.5 In order to support a peaceful and safe school environment, the trust will not tolerate parents, carers or visitors behaving in a way that threatens or harms the wellbeing of our pupils or staff. This includes the following:

- Disruptive or other inappropriate behaviour which interferes or threatens to interfere with any of our school's operations or activities anywhere on school premises (including sports team matches).
- Using loud, offensive language or displaying temper, or being threatening, in any way to a member of staff, visitor, fellow parent/carer or child.
- Using physical or verbal aggression towards another adult or child, including the parent/carer/visitor's own child.
- Any other behaviour, verbal or otherwise, which could be considered to be inappropriate, offensive, or abusive.
- Approaching another parent or child in order to discuss or reprimand them because of an issue between pupils – please talk to a member of staff to resolve any problems.
- Sending abusive or threatening e-mails, text/voicemail/phone messages, or other written communications to anyone within the school/trust community including over social media.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/carers/staff at the school or trust on Facebook or other social media platform.
- Damaging or destroying trust property.
- Arriving on school premises partially clothed.
- Smoking (including e-cigarettes), taking illegal drugs or consuming alcohol on school premises.
- Entering school premises under the influence of alcohol or drugs.
- Bringing dogs (except for registered assistance dogs) or other animals into the

- school environment without prior agreement.
- Driving unsafely in the vicinity of trust schools.
- Taking photographs with phones or other devices on school premises without permission from the school.
- Please note that this list is not exhaustive.

### **3. Breaching the code of conduct**

- 3.1 If the school or trust suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.
- 3.2 Where this is not sufficient to resolve the issue, the school may have to consider further action. This could include:
- Sending a warning letter to the parent/carer
  - Inviting the parent into school to meet with a senior member of staff or the headteacher.
  - Banning from site for a fixed time (see 'barring from the school premises' below)
  - Contacting the appropriate authorities, police or seeking legal redress through the courts (in cases of criminal behaviour)
  - Restricting channels of communication (e.g. no longer allowed to email staff directly).
  - In the case of defamatory comments posted online, we would also report the post to the site's admin.
  - In some cases, we may also need to refer to Social Care if the behaviour of a parent/carer or visitor indicates that they may be unsafe around children.
- 3.3 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.
- 3.4 The headteacher will consult the trust CEO before banning a parent from the school site.

### **4. Social Media Sites**

- 4.1 The trust recognises the value social media brings to the school communities and would encourage the distribution of positive comments and messages about its schools and pupils. We ask that parents/carers demonstrate tolerance and respect towards other people's opinions and beliefs when posting on a school social media site, or on a site not controlled by the school.
- 4.2 Inappropriate use of social network sites
- 4.2.1 Social network websites and online systems are being used increasingly to fuel campaigns and complaints against schools and staff including Headteachers, and in some cases other parents/pupils. The use of social network sites being used in this way is viewed as unacceptable and is not in the best interests of pupils or school communities and can seriously harm an individual's wellbeing. Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, senior leader or the Headteacher so they can be dealt with fairly, appropriately and effectively for all concerned and at the earliest opportunity.
- 4.2.2 In order to avoid inappropriate social network activity, the following actions will be considered a breach of the Code of Conduct:

- Making complaints, negative comments or factually inaccurate statements about the trust or any of its schools.
- Posting photographs or videos of the pupils taken on school premises or on a trip or visit without permission from the parents/carers of those pupils.
- Creating a social network page/forum in the name of the Trust of one of its schools/using official logos to imitate the trust or any of its schools or posting comments in the guise of the trust or any of its schools.
- Posting photographs or videos of staff including photographs of staff available on trust or school websites.
- Making negative comments about other parents/carers, pupils and staff. Any comments or concerns should be raised with the Trust or individual school directly.
- Using defamatory and inappropriate language in relation to other parents/carers, pupils and staff.

4.2.3 If any pupil or parents/carers of a pupil are found to be posting defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the social network site. It is likely that the police will also be informed. All social network sites have clear rules about the content which can be posted on the site, and they provide robust mechanisms to report content or activity which breaches them. Each school will also expect that any parent/carer or pupil removes such comments immediately when requested. In some cases, it may be necessary for the trust to seek legal advice on comments or posts and this may result in a warning letter being sent to the individual responsible. If the content is still not removed legal action may be taken against those responsible for the content.

4.2.4 The safety and wellbeing of the trust's school communities are paramount to the operation of the schools. We take very seriously the issue of cyber bullying by a child or a parent to publicly humiliate another parent, child or member of staff as serious inappropriate social network use. We will deal with this as a serious incident of bullying. In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites.

## **5. Use of Seesaw or other school communication platform**

5.1 This code of conduct applies to all school communication platforms and anyone behaving in a way that threatens or harms the wellbeing of our pupils, parents or staff will not be tolerated and will be dealt with as per this policy.

## **6. Use of parent WhatsApp**

6.1 Whilst the trust and its schools cannot control what is said on private WhatsApp groups, we would remind parents of this code of conduct and to think about the impact of any comments they make and the impact they may have on others.

6.2 If the school or trust are made aware of anything derogatory or inflammatory being posted on WhatsApp then the school will recommend that it is reported to the police and any other relevant authorities.

## **7. Barring from the school or trust premises**

7.1 The public has no automatic right of entry to any school in the trust. The trust will act to

ensure that all its schools remain safe places for pupils, staff and other members of their community.

- 7.2 If a parent/carer's behaviour is a cause for concern, a senior leader can ask him/her to leave school premises. In serious cases, the Headteacher can notify them in writing that their implied licence to be on school premises has been temporarily revoked subject to any representations that the parent/carer may wish to make to the Headteacher. The parent/carer will have the opportunity to formally express their views on the decision to bar in writing.
- 7.3 During the barring period all contact should go through the School Business Manager or a named member of staff either by email or telephone.
- 7.4 The Headteacher's decision to bar should be reviewed by the CEO. They should take into account any representations made by the individual and decide whether to either confirm or lift the bar. If the decision is confirmed, the individual should be notified in writing, with details of:
- how long the bar will be in place
  - when the decision will be reviewed
- 7.5 Once the school's appeal process has been completed, individuals may be able to apply to the Civil Courts. Individuals wishing to exercise this option should seek independent legal advice.
- 7.6 Any ban should be reviewed at the end of the agreed timescale as outlined above.
- 7.7 We expect that parents, carers and visitors will assist the Trust with the implementation of this policy, and we thank you for your continuing support of our schools. We ask that parents and carers ensure they make all persons responsible for collecting their children aware of this policy.

## **8. Links with other school/trust policies**

- 8.1 This policy should be read in conjunction with the following policies:
- Complaints Policy
  - School Behaviour for Learning Policy



## **APPENDIX A - Letters for use in Barring from School Premises**

### **Letter 1 Warning (sent by Headteacher)**

*Recorded delivery or e-mailed with receipt*

*Marked "Private and Confidential to be opened by addressee only"*

*Dear*

*"Name of school" and Oak Learning Partnership promote working, learning and developing together. We believe that good relationships are at the heart of everything we do.*

*However, I have received a report about your conduct at the school on **(enter date and time and add the expectation that was not adhered to and a factual summary of the incident and of its effect on staff, pupils and other parents.)***

*I must inform you that the school will not tolerate conduct of this nature on its premises and will act to protect its pupils, staff and visitors. We aim to treat all those we are in contact with in a respectful manner, because anything else goes against our ethos and the way in which we work. We expect parents/carers and visitors to treat others in the same respectful manner.*

*Therefore, if, in the future, I receive any further reports of conduct of this nature I will be forced to consider removing your licence to enter the school grounds and buildings. If you do not comply with that instruction, I will be able to arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.*

*Nevertheless, 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 about your conduct.*

*These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct. Please provide your comments by **(state date ten working days from the date of letter)**.*

*Yours sincerely*

*Headteacher*

*cc: CEO of Oak Learning Partnership*



## **Letter 2 Withdrawal of permission (sent by Headteacher)**

Recorded delivery

Marked "Private and Confidential to be opened by addressee only"

Dear

"Name of school" and Oak Learning Partnership promote working, learning and developing together. We believe that good relationships are at the heart of everything we do.

However, I have received a report about your conduct on **(insert date and time)**

**(Add the expectation that was not adhered to and a factual summary of the incident and of its effect on staff, pupils and other parents. Refer to first warning letter from the Headteacher)**

I must inform you that we will not tolerate conduct of this nature on the school premises and will act to defend school staff, pupils and visitors. The school aims to treat all those we are in contact with in a respectful manner, because anything else goes against our ethos and the way in which we work. We expect parents/carers and visitors to treat others in the same respectful manner.

I am therefore instructing you that you are not to reappear on the school premises. The withdrawal of permission for you to enter the school premises takes effect immediately and will be in place for 15 school days in the first instance

If you do not comply with this instruction, I shall arrange for you to be removed from the premises. If you cause a nuisance or disturbance on the premises, you may be prosecuted under section 547 of the Education Act 1996; if convicted under this section, you are liable to a fine of £500.

At the end of the 15 day period the CEO of Oak Learning Partnership will review the matter and will decide whether the ban is to remain in place for a longer period, or whether the ban should be lifted and you should be allowed on the school premises again.

I wish to give you an opportunity to give in writing any comments or observations of your own in relation to your conduct on the school site. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct.

Your letter will enable the CEO to take a decision on whether or not you will be allowed on the school premises after the 15 days have expired. Please send me any written comments you wish to make by **(date 10 WORKING days from date of letter)**.

If on receipt of your comments, the CEO considers that the ban from school premises should remain in place for longer, you will be supplied with details of how to pursue a review of your case.

***In the case of a primary school include:***

*For the duration of this decision you may bring your son(s)/daughter(s) (**complete as appropriate**) to school and collect them/him/her (delete as appropriate) at the end of the school day, but you must not go beyond the school gate.*

***In the case of EY/KS1 children, also insert:***

*Arrangements have been made for your (**delete as appropriate**) son(s)/daughter(s) (insert child/rens names) to be collected, and returned to you, at the school gate by a member of the school's staff.*

*Yours sincerely*

*Headteacher  
cc: CEO of Oak Learning Partnership*



### **Letter 3a Withdrawal of Permission Continuing after review by the CEO**

Recorded delivery

Marked "Private and Confidential to be opened by addressee only"

Dear

"Name of school" and Oak Learning Partnership promote working, learning and developing together. We believe that good relationships are at the heart of everything we do. However, on.....the headteacher of ..... School wrote to inform you that they had withdrawn permission for you to come onto the premises of the school.

To enable me to determine whether to confirm this decision for a longer period, you were given the opportunity to provide your written comments on the incident concerned by .....

I have not received a written response from you/I have received a letter from you dated....., the contents of which I have considered carefully.

In the circumstances, and after further consideration of the incident of poor conduct, I have determined that the decision to withdraw permission for you to come onto school premises should be confirmed. I am therefore instructing that, until further notice, you are not to come onto the premises of the school without my prior knowledge and approval.

If you do not comply with this instruction I shall arrange for you to be removed from the premises of the school. If you cause a nuisance or disturbance on the premises, you may be prosecuted under Section 547 of the Education Act 1996; if convicted under this section, you are liable to a fine of up to £500.

This decision will be reviewed again on ..... **(insert review date which should be within a reasonable period and no longer than six months).**

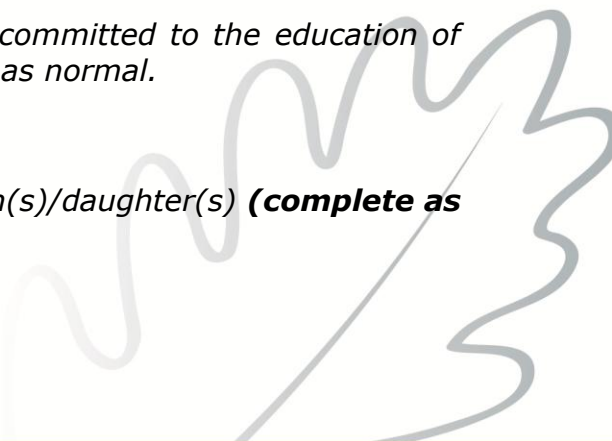
When deciding whether it will be necessary to extend the withdrawal of permission to come onto the school premises, consideration will be given to the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you; and any evidence of your co-operation with the school in other respects. Any written comments should be submitted to me by **(insert date one month before the review date, for eg).**

Finally, I would advise you that your complaint is being considered under the appropriate stage of the school's parental complaints procedure. The school will contact you about this in due course. **(delete as appropriate)**

Even though we have taken this decision, we remain committed to the education of your child/ren, who must continue to attend the school as normal.

**In the case of a primary school include:**

For the duration of this decision you may bring your son(s)/daughter(s) **(complete as**



**appropriate)** to school and collect them/him/her (delete as appropriate) at the end of the school day, but you must not go beyond the school gate.

***In the case of EY/KS1 children, also insert***

Arrangements have been made for your **(delete as appropriate)** son(s)/daughter(s) (insert child/ren's names) to be collected, and returned to you, at the school gate by a member of the school's staff.

*Yours sincerely*

CEO of Oak Learning Partnership  
Cc headteacher



### **Letter 3b Restore Permission after Review by CEO**

*Recorded delivery*

*Marked "Private and Confidential to be opened by addressee only"*

*Dear*

*"Name of school" and Oak Learning Partnership Trust promote working, learning and developing together. We believe that good relationships are at the heart of everything we do.*

*On ..... I wrote to inform you that I had temporarily withdrawn permission for you to come onto the premises of ..... School.*

*To enable the CEO to determine whether to confirm this decision for a longer period you were given the opportunity to give your written comments on the incident concerned by .....*

*We have not received a written response from you/I have received a letter from you dated....., the contents of which I have carefully considered.*

*In the circumstances, I have decided that it is not necessary to confirm the decision and I am therefore restoring to you permission to come onto the school premises, with immediate effect.*

*I must warn you, however, that if it should become necessary in the future I shall not hesitate to withdraw permission for you to come onto the school premises once again.*

*Yours sincerely*

*CEO of Oak Learning Partnership  
cc: Headteacher*

