



THE  
**WALDESLADE  
& GREENACRE**  
SCHOOLS PARTNERSHIP

# Parent and Visitor Code of Conduct

**Key Document Details:**

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# Statement of Equality

We have carefully considered and analysed the impact of this policy on equality and the possible implications for pupils with protected characteristics, as part of our commitment to meet the Public Sector Equality Duty (PSED) requirement to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations.

## Purpose

At The Walderslade & Greenacre Schools Partnership, we strive to build a strong relationship with parents to help create a stimulating learning environment that continues from school to home, providing all pupils with the opportunity to achieve to the best of their ability.

To create a welcoming and safe learning environment, the school implements a specifically designed set of rules regarding behaviour and conduct which visitors and parents are expected to act in accordance with.

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 visitors may result in individuals being removed from the premises.

This document outlines the manner in which visitors and parents are expected to act whilst on the school premises, as well as detailing the type of behaviour that will not be tolerated.

## Legal framework

This document has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

- Education Act 2011
- Education Act 1996
- Children Act 2004
- DfE (2023) 'Keeping children safe in education 2023'
- DfE (2018) 'Controlling access to school premises'

This document operates in conjunction with the following school policies:



- Complaints Procedures Policy
- Social Media Policy
- Child Protection and Safeguarding Policy
- Behaviour Policy
- Accessibility Policy

## Expectations

We expect parents and visitors to:

- Act in accordance with this code of conduct at all times.
- Support and reflect the school's ethos and values through their behaviour.
- Set a good example to pupils through their behaviour and the way they interact with staff, pupils and other adults.
- Work together with staff members for the benefit of their child and to resolve any issues of concern.
- Treat all governors, staff members, pupils, other visitors, other parents and any members of the school community with dignity and respect.
- Where appropriate, clarify their child's version of events with the school to bring about a peaceful solution to any issue.
- Correct their child's behaviour appropriately, particularly on the school grounds where it could otherwise lead to conflict or aggressive or unsafe behaviour.
- Respect the school's property and environment by keeping it clean and tidy.
- 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, e.g. parents may not wear nightwear when dropping-off or collecting pupils.

Parents and visitors are required to act in accordance with all relevant school policies and procedures at all times including, but not limited to, the following:

- Social Media Policy
- Child Protection and Safeguarding Policy
- Behaviour Policy
- Accessibility Policy



Parents and visitors can request copies of all relevant policies and procedures from the school office or these can be viewed via The Walderslade & Greenacre Schools Partnership website.

## **Driving Pupils to School**

The student entrance to our schools is on Bradfields Avenue. Students can also enter via the pedestrian gate on Walderslade Road. Students are not to be dropped off at the visitor entrance on Walderslade Road after 08:30.

If a student is being dropped off parents/carers should proceed to Bradfields Avenue and only park where road markings allow. They are not permitted, to stop, wait, drop off, or pick up pupils while parked a prohibited area.

Residents' drives should not be blocked under any circumstances, even during short periods of waiting where the car is in use. Vehicles should be driven in a calm manner which causes least disturbance to residents.

Engines should be turned off when a vehicle is stationary and not in traffic as vehicle exhaust emissions contribute significantly to air pollution and are particularly harmful to children.

All pupils will wear a seatbelt at all times while they are dropped off and picked up. Parents will ensure pupils disembark vehicles safely at the correct stop and cross roads with care.

Parents are to use their discretion in severe weather and drive with extra caution as appropriate.

Pupils should not be collected late. If a parent is delayed in picking up their child for any reason it is the parents' responsibility to call an authorised adult to collect the pupil from school on their behalf.

Parents that are going to be late picking their child up from school and cannot arrange for an authorised adult to collect the pupil from school on their behalf should inform the school as soon as possible.



## Inappropriate Behaviour

The school takes instances of inappropriate behaviour very seriously and will not tolerate any circumstances that may make pupils, staff members and other members of the school community feel threatened.

Parental and visitor behaviour that the school does not tolerate includes, but is not limited to, the following:

- Using foul, abusive or offensive language.
- Raising voices inappropriately at another individual.
- Making racist, discriminatory or sexual comments.
- Using aggressive hand gestures, e.g. raising fists and fingers.
- Discriminating against any member of the school community, including pupils, staff, governors and other parents.
- Bullying, harassment or intimidation, including physical, verbal and sexual abuse offline and online.
- Sending abusive, aggressive or threatening messages, emails or other communications to any member of the school community.
- Trespassing on school property without prior permission or implied licence.
- Causing intentional damage to school property.
- Breaching the school's security procedures.
- Using physical violence on the school premises or on a member of the school community, e.g. hitting, slapping, punching, kicking and pushing.
- Physically intimidating any individual.
- Partaking in unnecessary physical contact with an individual.
- Writing or posting abusive, offensive or defamatory comments about an individual or the school, including on social media.
- Psychologically harassing any member of the school community, including displaying vexatious behaviour which is humiliating for the individual and is damaging to their self-esteem.
- Displaying disruptive or other inappropriate behaviour which interferes or threatens to interfere with any of the school's operations or activities.
- Approaching another parent or pupil to discuss or reprimand them because of an issue between pupils.
- Threatening any member of the school community in any way.
- Arriving on the school premises partially clothed.
- Smoking on the school premises.



- Taking illegal or harmful drugs while on the school premises.
- Drinking alcohol on the school premises, unless it has been authorised and supplied by the school.
- Taking photographs or videos on the school premises without permission from the school.
- Driving unsafely within the vicinity of the school.

## Managing Inappropriate Behaviour

If a visitor, including parents, are behaving inappropriately, a report will be made to the headteacher or the most senior member of staff available in their absence, who will decide on the most appropriate course of action.

Visitors can raise concerns regarding another visitor's behaviour or conduct directly with their child's form tutor, senior leadership team member or the headteacher. They are not to approach the parent themselves. Instances of inappropriate behaviour will be managed in a variety of ways, depending on the severity of the situation.

When a visitor has behaved inappropriately, they will be contacted by the headteacher or senior leadership team member to discuss their behaviour and to attempt to resolve the issue. Where this initial meeting is not sufficient to resolve the issue, the headteacher, in collaboration with other staff and relevant agencies, will consider what further action may be required. This action, depending on the situation, could include the following:

- Barring them from the school premises.
- Contacting the police.
- Seeking legal redress through the courts.
- Restricting parent's channels of communication to the school, e.g. no longer allowing the parent to send emails to a staff member directly.
- Reporting content the parent has posted online to the website's admin.
- Referring the case to children's social care, where the behaviour indicates that the parent poses a risk to children.

Any child protection and safeguarding concerns will be addressed in accordance with the school's Child Protection and Safeguarding Policy.

The school reserves the right to escort anyone off the premises who is displaying aggressive or disruptive behaviour. The police may be contacted to provide advice on managing an



incident or to assist in the removal of an individual from the premises, where necessary. The police will be contacted where a parent is being violent or has committed assault, or where the event has caused harm to an individual.

If a parent has been previously barred from the premises, or has exceeded their implied access to the premises and is causing a disturbance, the police will be contacted to remove the individual from the premises.

If concerns are raised in relation to a parent's appearance or dress, personal factors will be taken into consideration, on a case-by-case basis, when addressing the concern.

If a parent persistently displays unacceptable and inappropriate behaviour, this may result in them being barred from the school premises.

## **Ban from the School Premises**

The school has the right to ban a parent or visitor from the premises to keep the school community safe. If a parent or visitor is displaying inappropriate or concerning behaviour, they will be asked to leave the school premises. Behaviour that could result in a parent or visitor being asked to leave the premises includes aggressive, abusive or insulting behaviour or language that is a risk to staff or pupils, or behaviour that is making staff or pupils feel threatened.

If a parent or visitor persistently or consistently behaves inappropriately on the school site, or there is a one-off incident of extremely inappropriate behaviour, the school reserves the right to ban this individual from the school site.

The school will either:

- Ban the parent or visitor for a fixed term, until the parent has had the opportunity to formally present their side.
- Inform the parent or visitor that they intend to ban them and invite them to present their side.

The Headteacher will send a letter to the parent or visitor, informing them of the following information:

- Why they have been temporarily banned or face a bar.
- The nature of the ban, i.e. if they are temporarily banned pending their representation or if they must present their side before the decision to ban can be made.





- That they have the right to formally express their views on the decision to bar in writing to the Chair of Governors within 10 working days.

The Headteacher's decision to ban the parent or visitor will be reviewed by the Chair of Governors. The Chair of Governors will take account of any representations made by the parent or visitor and decide whether to confirm or lift the ban. The parent or visitor will be notified in writing of the decision to uphold or lift the ban.

If the decision is confirmed, the parent or visitor will be notified in writing, explaining:

- How long the ban will be in place.
- When the decision will be reviewed.

Decisions to ban will be reviewed at the end of the agreed timescale, in line with the process outlined above. Following a review, the ban may be lifted or, if there are grounds for continued concern regarding the parent/visitor's conduct, it may be extended.

Once the appeal process has been completed, parents or visitors that remain banned may be able to apply to the Civil Courts. If a parent wishes to exercise this option, they will be advised to seek independent legal advice.

## **Monitoring and Review**

This document will be reviewed on an annual basis by the headteacher and any changes made will be communicated to all parents and staff at the school.

The next scheduled review date for this document is June 2025.

All parents will be provided with a copy of this code of conduct upon their child's attendance at the school, and are required to familiarise themselves with the procedures and guidelines outlined. By sending your child/ward to WGSP you are agreeing to the terms set out within this policy.



## Equality Impact Assessment

Who is the policy or process intended for?	Pupils	Employees	Govs/ Trustees	Volunteers	Visitors
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Status of the policy or process:	New policy or process			Existing policy or process	
	<input type="checkbox"/>			<input checked="" type="checkbox"/>	
Analysis					
Protected Characteristic	Impact analysis			Explanation of impact analysis	
	Positive	Neutral	Negative		
Age:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Disability:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Sex:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Gender reassignment:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Race:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Religion or belief:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Sexual orientation:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Marriage or civil partnership:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Pregnancy and maternity:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Pupil groups (PP/SEN/CLA):	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Evaluation and decision making					
Summary of action taken:					
Final decision:					

