# Denefield School
# Parent, Carer and Visitor Code of Conduct

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| **Approved by Trust Board on** | 21 October 2026 |
| **Date of next review** | October 2027 |
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| **Policy control sheet updated** | Yes |
| **Policy owner** | Headteacher and<br>Chair of Trustees |
| **Location of policy** | Website |

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**Parent, Carer and Visitor Code of Conduct**

## Introduction

Denefield School (the School) has a supportive parent body and local community. Our parents and carers understand that educating students involves a partnership between parents, class teachers and the school community. As a partnership, our parents and carers will understand the importance of a good working relationship to equip our students with the necessary skills for adulthood. For these reasons, we welcome and encourage parents and carers to contribute to school life.

## Purpose

The purpose of this Code of Conduct is to set out guidance for all parents, carers and visitors to the School about their expected conduct. We set clear expectations on behaviour for all members of our community. This includes staff (through the staff Code of Conduct) and students (through our Behaviour Policy). This Code of Conduct for parents, carers and visitors aims to help the school work together with you by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibilityty for a student
- Anyone caring for a student (such as grandparents or child-minders)

## Guidance

We expect parents, carers and other visitors to:

- Respect the ethos and values of the School
- Work together with all staff in the best interests of our students, including supporting the School to correct their own child's behaviour where it could lead to conflict, aggressive or unsafe behaviour, or any other breach of the School's behaviour policy
- Recognise that all members of the School community should be treated with respect and therefore set a good example in their own speech and behaviour
- Seek appropriate and respectful resolution to any issues
- Approach the correct member of staff to help resolve any concerns
- Comply with the School's policies and procedures
- Raise concerns or complaints in accordance with the School's Parental Complaints Policy or Complaints policy for other members of the public

The School has a duty of care to all our staff and students. To support a safe school environment, it is not acceptable for parents, carers or visitors to act unreasonably.

Parents, carers and visitors must not do or encourage anyone to do any of the following:

- Disrupt, or threaten to disrupt, school operations
- Send abusive, insulting, malicious or threatening emails or text/voicemail/phone messages or other written communication
- Use loud or offensive language, use profane language

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- Display temper
- Damage or destroy school property
- Make defamatory or derogatory comments regarding the School or any of the staff, students or parents at the School, including on social network sites, and/or on messaging platforms such as WhatsApp, and/or in newspapers or other publications
- Use aggressive behaviour (including physically, verbally or in writing)
- Post anything likely to cause alarm and distress to another individual
- Demonstrate behaviour that could be reasonably interpreted as bullying, intimidating or humiliating
- Discipline another parent's child - you must bring any behavioural incidents to a member of staff's attention
- Smoke and/or consume alcohol or drugs whilst on the School premises
- Bring dogs onto the School premises, other than recognised assistance dogs
- Demonstrate discriminatory behaviour based on a person's protected characteristics, such as sex, race, disability, age, religion or belief, or gender re-assignment
- Take photos or videos on the School site, or take any photos or videos of our staff, students, parents or visitors without permission
- Refuse to co-operate with reasonable instructions of school staff
- Act contrary to the School's policies, including the School's Policy For Managing Serial and Unreasonable Complaints
- Demonstrate excessively demanding behaviour that impacts on school staff

If any of the above behaviours occur on the School premises, or via verbal or written communications, the School may contact the appropriate authorities and, if necessary, put measures in place as set out below.

We expect parents, carers and visitors to assist the School with the implementation of this Code of Conduct.

**Complaints**

The School understands that there may be situations where parents, carers and visitors have concerns and we take all such matters seriously. Minor issues may often be resolved informally. It is important that any concerns or complaints are shared in a way that is appropriate and enables the School to respond effectively.

This Code of Conduct should be read alongside the School's Parental Complaints Policy, Complaints Policy for Members of the Public, and our Policy for Managing Serial and Unreasonable Complaints, which must be followed in the event of a complaint or concern. Any parent, carer or visitor with a concern or complaint must refrain from posting negatively on social media.

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In the event of a breach of our Policy for Managing Serial and Unreasonable Complaints, the School may take any of the following actions:

- Implement a limited communications strategy
- Advise that a third-party act on the parent's behalf
- Notify the parent that the complaint procedure will not be implemented and that there will be no further response to their complaint

**Breaching the Code of Conduct**

If the School suspects, or becomes aware, that a parent, carer or visitor has breached this Code of Conduct, the School will appoint an investigator to gather information from those involved and contact you about the incident.

Depending on the nature of the incident, the School may:

- Invite you to meet with a senior member of staff
- Implement a limited communications strategy
- Advise that a third-party acts on your behalf
- Seek legal advice regarding further action (such as in cases of conduct that may be libellous)
- Send a warning letter or restrict access to the School site
- Contact the appropriate authorities including the local authority or the police (in cases of criminal behaviour)

In the event, that any parent, carer or visitor is found to be posting unacceptable or defamatory comments on social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have rules about the content which can be posted on their site and they provide mechanisms to report activity which breaches this. The School will also expect that any parent, carer or visitor will remove such comments immediately.

The School will take appropriate action to protect our staff and students should an incident of criminal behaviour occur. Parents, carers and visitors should be aware that the School will report potentially criminal behaviour to the police including in relation to offences under the Malicious Communications Act 1988; Communications Act 2003; and Protection from Harassment Act 1997.

**Restricting access to the school site**

Parent, carers and visitors do not have an automatic right to enter the School site. Parents, carers and visitors have an 'implied licence' to come on to School premises at certain times, for instance: for appointments; to attend a school event, or to drop off or pick up children.

The School will consider barring you from the premises if you have breached this Code of Conduct and we feel that your behaviour or language is a risk to staff, students, parents, or members of the public. It is sufficient for a member of staff or a student to feel threatened.

The School will write to inform you that you have been barred, or we intend to bar you. The School may either bar you temporarily until you have had the opportunity to make your own

representations or tell you we intend to bar you and invite you to make representations by a set deadline. Any decision to bar you will be reviewed within a reasonable time.

Section 547 of the Education Act 1996 makes it a criminal offence for a person who is on school premises without legal permission to cause or permit a nuisance or disturbance. If the School has reasonable grounds to suspect that someone has committed an offence, then you can be removed from the School by a police officer or a person authorised by the Board of Trustees.

The School will always respond to an incident in a proportionate way. The final decision on how to respond to breaches of the Code of Conduct rests with the Headteacher. The Headteacher will consult the Board of Trustees before putting measures in place to restrict parental access to the School site.

**Review**

This Code of Conduct will be reviewed by the Board of Trustees on an annual basis.

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