

# Parent and Visitor Code of Conduct Policy

**Portsdown Primary School and Early Years**

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| **Approved by:** | Full Governing Body | **Date:** September 2025 |
| **Last reviewed on:** | August 2025 |
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### 1. Purpose and Scope

At Portsdown Primary School and Early Years, we are committed to working in partnership with parents and carers to support children’s learning, wellbeing, and development. We aim to provide a safe, respectful, and inclusive environment for pupils, staff, families, and visitors.

To help maintain a positive atmosphere and a culture of mutual respect, we set clear expectations for behaviour. These expectations apply to all members of the school community, including staff (via the Staff Code of Conduct), pupils (via our Behaviour Policy), and parents and visitors.

This policy sets out our expectations for parents and visitors and outlines the steps the school will take if behaviour falls below acceptable standards. For the purposes of this policy, the term ‘parent’ includes:

* Anyone with parental responsibility for a pupil
* Anyone caring for a child, such as grandparents, foster carers, or childminders

### 2. Our Expectations of Parents, Carers and Visitors

We expect all parents, carers and visitors to:

* Support the school’s ethos, values, and policies
* Treat all members of the school community—pupils, staff, and other parents—with kindness and respect
* Communicate calmly, courteously, and constructively with staff at all times
* Work collaboratively with staff in the best interests of the children
* Support their child’s learning and behaviour
* Correct their own child’s behaviour, particularly in public situations where it could cause conflict or unsafe conduct
* Raise any concerns through appropriate channels (e.g. the class teacher or senior leaders) and allow the school time to investigate and respond

### 3. Behaviour That Will Not Be Tolerated

We do not tolerate abusive, threatening, or aggressive behaviour in any form, either in person, via telephone, in writing, or online. The following examples are considered unacceptable (and should not be considered to be an exhaustive list):

* Shouting at or displaying a temper towards staff, pupils, or other parents
* Swearing, rude gestures, or offensive language
* Threatening behaviour or physical intimidation
* Sending abusive or harassing messages by text, email, social media or in person
* Posting defamatory, derogatory or false comments about the school or individuals on social media
* Disciplining or confronting another person’s child – any concerns should be referred to a staff member
* Using physical punishment against a child on school premises
* Smoking, vaping or drinking alcohol on school premises (unless alcohol has been permitted at a school event)
* Being under the influence or in possession of illegal drugs or legal highs
* Bringing dogs onto school grounds (except assistance dogs)
* Disrupting or threatening to disrupt school operations, including events and trips

### 4. Breaching this Code of Conduct

If the school becomes aware that a parent or carer or visitor has breached this policy, we will gather information from those involved and assess the situation proportionally. The response may include one or more of the following actions:

* Verbal warning or clarification of expectations
* A written warning letter from the headteacher
* A meeting with a senior member of staff or the headteacher
* Referral to external agencies (e.g. the police) in cases of criminal behaviour
* Legal advice from the local authority where defamation, libel or harassment may be involved
* A temporary or permanent ban from school premises under Section 547 of the Education Act 1996

All decisions to ban a parent or visitor from school premises will be taken by the headteacher in consultation with the chair of governors. A ban may be reviewed at a later date, subject to improvement in behaviour and conduct.

### 5. Monitoring and Review

This policy will be reviewed regularly by the senior leadership team and the governing body. Any changes will be shared with parents and carers through the school’s usual communication channels. As a minimum the policy will be reviewed by the Full Governing Body every three years.

### 6. Appendix 1: Model Letters

#### Initial Warning Letter from the Headteacher

Dear [ Name],

I’ve received a report about your conduct on [date/time].

[Summary of incident, including location and impact.]

If the incident is minor:

This behaviour is not in keeping with our Parent and Visitor Code of Conduct. Please find a copy attached to this letter.

If the incident is more serious:

As stated in our Parent and Visitor Code of Conduct, we do not tolerate this type of behaviour in our school. Please find a copy attached to this letter.

We believe that all members of our school community are entitled to a safe, respectful and inclusive environment.

Further breaches of the Code of Conduct may result in a ban from the school premises.

If appropriate:

I’d like to invite you in to school to discuss this incident and how we can work together to prevent similar issues in future. Please contact the school office on [phone number] to arrange an appointment.

Yours sincerely,
Headteacher

#### Model Letter Banning a Parent from the School Site

Dear [Parent Name],

I am writing to inform you that, after consultation with the Chair of Governors, I am banning you from the school site until [date].

Alternatively:

I am issuing a permanent ban from the school site, effective immediately.

Despite previous communications regarding your conduct, there have been further breaches of our Parent and Visitor Code of Conduct.

[Details of incidents, including dates, locations, and impact.]

If you do not comply with the ban, you may be removed from the premises and may be prosecuted under Section 547 of the Education Act 1996.

You may raise a complaint through the school’s Complaints Procedure, available on our website.

Yours sincerely,
Headteacher