

# Balfour Infant School



## Code of Conduct Policy for Parents and Visitors

<b>Date of Policy:</b>	December 2025
<b>Date ratified by Governors:</b>	February 2026
<b>Next review date:</b>	December 2027

## **Introduction**

Balfour Infant School is founded on the principle of a positive and successful partnership between our school and parents. This policy works in conjunction with our home school agreement.

At Balfour Infant School, we value the positive relationships forged between parents and visitors to the school. We encourage close links with parents and the community and believe that pupils benefit when the relationship between home and school is a positive one. We also strive to make our school a place where as adults we model for pupils the behaviour we teach and expect. We place a high importance on our school values of respect, kindness and teamwork.

We understand that in some situations when working together to support children, parents and schools will have different views about what the approach should be. Usually, we find that constructive dialogue leads to a shared understanding of a situation and agreement about the way forward. On rare occasions, when parents or visitors behave inappropriately or unacceptably towards our staff or pupils, we need to take steps to resolve this, and this policy outlines our approach to this.

## **Purpose and scope**

We will act to ensure Balfour Infant School is a safe place for pupils, staff and all other members of our school community. We believe it is important to maintain positive relationships with all members of our school community and value our strong relationship with parents/carers which together helps us achieve the very best for the pupils.

If a parent/carer/visitor has concerns, we will always listen to them and seek to address them. Our school staff strive to:

- Develop a positive partnership with parents and carers to support the learning of our pupils.
- Create a safe, respectful and inclusive environment for all pupils, staff and parents.
- Always model appropriate behaviour for our pupils.

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through our staff code of conduct) and pupils (through our behaviour policy). This policy aims to help us work in partnership with parents, carers and other visitors by setting guidelines on appropriate behaviour.

## **This policy covers breaches of our code of conduct which occur:**

- In the school buildings or on the school site
- By telephone to the school
- By email to the school
- On social media referring to the school

- In any other setting which, in the reasonable opinion of the school leader/chair of governors should be regulated by this policy.

### **Our expectations of parents/carers/visitors**

We expect parents, carers and other visitors to:

- Respect the caring ethos, vision and values of our school.
- Work together with staff in the best interests of our pupils.
- Seek a peaceful solution to all issues.
- Communicate with the school in a respectful manner using appropriate non-aggressive or derogatory language.
- Treat all members of the school community with respect – setting a good example with speech and conduct.
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct.
- Approach the right member of staff to help resolve any issues of concern.

### **Unacceptable conduct**

Any form of communication that threatens the safety or well-being of our staff or pupils will be taken seriously and addressed immediately, with the goal of protecting our school community.

The following behaviours are considered unacceptable by the school:

- Disrupting, or threatening to disrupt, school operations
- Swearing or the use of other abusive, offensive or threatening language
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Verbal or written threats of violence or harm to any member of the school community
- Physical violence, including damage to school property or injury to others  
Approaching someone else's child to discuss or chastise them because of the (perceived/actual) actions of this child towards their own child
- Discriminatory conduct or use of discriminatory language (sexist, racist, other)
- Frequent, unwarranted and/or unnecessary correspondence which is hindering the proper running of the school
- Making deliberately false, malicious or vexatious accusations
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff, at the school on Facebook or other social media sites
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event).
- Possessing or being under the influence of alcohol or drugs while on the school premises.
- Bringing dogs onto the school premises (other than guide dogs).
- Any behaviour that violates the law or school policies
- Incitement of others to do any of the above

*This is not an exhaustive list but seeks to provide illustrations of such conduct. It will ultimately be for the school to determine whether conduct is deemed to be unacceptable.*

Note: Can parents please ensure they make all persons responsible for collecting their children aware of this policy

### **Inappropriate use of social network sites**

- Any concerns you may have about the school, or your child must be made through the appropriate channels by speaking to the school or following the school complaints policy and procedure.
- Any inappropriate comments (including libellous or defamatory) made about the school, staff or pupils on any social media site will be reported to the appropriate 'report abuse' section of the site and the parent/carer will be asked to remove any such comment.
- The school take very seriously the use of cyber bullying by one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying.

### **Covert recordings**

- Unless explicitly agreed in writing, the school does not consent to parents making audio or video recordings of any member of staff, governor or school volunteer, including during in- person meetings, remote/virtual meetings or telephone conversations.
- Making covert recordings without the consent of members of staff is regarded as a breach of the relationship of mutual trust and confidence between the parent and the school.
- If a parent is found to be recording a discussion, all members of staff have the right to terminate the meeting or telephone call immediately.
- If a parent is found to have recorded any audio or video footage on the school site without consent of any individual, this may result in the parent being immediately banned from the school premises and the involvement of external agencies.

### **The School's Response**

If the school suspects, or becomes aware, that someone has breached our code of conduct, we will gather information from those involved and speak to the person about the incident. The school leader will always try to respond to an incident in a proportional way.

### **Recording of Incidents**

Staff / pupils subject to abuse and witnesses will make written statements about incident(s) which will be kept in a file with subsequent letters. Depending on an assessment of the risk of retaliation to witnesses or individuals, statements made by adults, these may be made available to the parent if they request it. Staff and pupil safety and well-being are always a paramount consideration.

### **Breaching the code of conduct**

Following the completion of the risk assessment, the headteacher will decide the level of action to be taken. Actions will include the following:

*Clarify to the parent what is considered acceptable behaviour by the school.*

In some instances, especially a first instance, it may be appropriate simply to ensure the parent is clear about behaviour standards expected by the school. This could be explained by the Headteacher in person in the presence of another member of staff or written in a letter. This conversation/letter may contain a warning about further action if there are further incidents. Parent views will be taken either in person or in writing to the headteacher with their version of events within 10 working days. Depending on the parent's response, a further meeting may then be held to discuss the situation and how this can be avoided in the future.

*Opportunity to an informal meeting to discuss events*

This could be helpful to discuss and diffuse the situation. The safety and well-being must be carefully considered. Members of school staff will always be accompanied by at least one other colleague at any such meeting. Consideration should be given to seating arrangements and care taken to ensure exits cannot be blocked by a parent who could potentially become aggressive. If the conduct of the parent concerns the Headteacher then conversations may be managed by the Chair of Governors or their delegated representatives.

The main points for discussion and any agreed actions should be noted, and a follow-up letter or email sent to confirm the school's expectations and any agreed actions.

#### *1. Impose conditions on the parents contract with the school and its staff*

Although fulfilling a public function, schools are private places. The public have no automatic right of entry. Parents of enrolled students have an 'implied licence' to come into school premises at certain stated times. It is for schools to define and set out the extent of such access. Parents exceeding this would be trespassing.

Depending on the type, level or frequency of the unacceptable behaviour, the school may consider imposing conditions on the parents contact with the school. These conditions may include (but are not exclusively):

- Being accompanied to any meeting with a member of school staff by a member of the senior leadership team
- Restricting contact by telephone to named members of the senior leadership team
- Restricting written communications to named members of the senior leadership team
- Restricting attendance at school events to those where the parent will be accompanied by a member of the senior leadership team
- Any other restriction as deemed reasonable and proportionate by the headteacher

In this case the parent will be informed by letter from the headteacher the details of the conditions that are being imposed. The parent would then be given 10 working days from the date of that letter to make representations in writing to the Chair of Governors. The Chair of Governors would then decide whether to confirm or remove the conditions. This would be communicated to the parent in writing within 10 working days of the date of the parent's letter.

If the decision is to confirm the conditions imposed, this decision will be reviewed by the Governing Body after or up to six months depending on the circumstances (and every six months after that, if appropriate). The parent will be invited to make written representation to the Governing Body. This and the evidence from the headteacher will be considered at a meeting of the full Governing Body. Governors may decide to maintain, extend or remove the conditions. The decision of the review will be communicated to the parent by the clerk to the governors within 10 days of the date of the meeting.

When deciding whether it will be necessary to maintain, extend or remove the conditions, Governors will give consideration to the extent of the parent's compliance with the conditions, any appropriate expressions of regret and assurance of future good conduct received from him / her and any evidence of the parents co-operation with the school in other respects.

## *2. Imposing a ban*

Where other procedures have been exhausted and aggression or intimidation continues OR where there is an extreme act of violence then the school may consider banning the individual from school premises. This will include banning a parent from accessing school staff by written communication or telephone.

In these circumstances, the individual would be advised in writing by the headteacher that a provisional ban is being imposed. The parent would then be given 10 working days from the date of that letter to make representations about the ban in writing to the Chair of Governors. The Chair of Governors would then decide whether to confirm or remove the ban. This would be communicated to the parent within 10 working days of the receipt of their letter.

If the Chair's decision is to confirm the ban, parents in these circumstances will be offered an annual meeting about their child's progress, usually with a senior member of staff.

A decision to impose a ban will be reviewed by the Governing Body after approximately six months (and every six months after that, if appropriate). The parent will be invited to make written representation to the governors; this and the evidence from the headteacher will be considered at a meeting of the full governing body. Governors may decide to remove the ban, extend the ban or impose conditions on parent's access to the school. The decision of the review will be communicated to the parent by the clerk to the governors within 10 days of the date of the meeting.

In deciding whether to remove or extend the ban or impose conditions, governors will give consideration to the extent of the parent's compliance with the ban, any appropriate expressions of regret and assurance of future good conduct received from him / her and any evidence of the parent's co-operation with the school in other respects.

### *3. Removal from school*

Parents who have been banned from the school premises and continue to cause a nuisance will be deemed to have committed a section 547 offence. They will be considered as trespassers. In these circumstances the offender may be removed from school. This may be carried out by a Police Officer or person authorised by the governing body. Legal proceedings may be brought against the parent.

### *4. Complaints policy*

Any parental complaint that arises from incidents of abusive behaviour will be dealt with under the complaints policy.

Linked Policies:

- Home School agreement
- Behaviour Policy
- Child Protection and Safeguarding Policy
- Staff Code of Conduct Policy
- Health and Safety Policy
- Whistleblowing Policy
- Complaints Policy

## **Appendices**

Model letter 1: This is an initial from the headteacher to ensure the parent is clear about behaviour standards expected by the school. This letter contains a warning about further action if there are other incidents. The letter invites a written response and suggests a meeting.

Model letter 2: This is a letter from the headteacher informing parents of the school's decision to impose conditions on the parent's attendance at school events, pending review by the Chair of Governors.

Model letter 3: Letter from the Chair of Governors informing parent of their decision to confirm or remove the conditions.

Model letter 4: Letter from the headteacher informing parents of the school's intention to impose a ban on their attendance at school premises, pending review by the Chair of Governors.

Model letter 5: Letter from the Chair of Governors informing the parent of their decision to confirm or remove the ban.

Model letter 6: Letter from the Clerk to the Governors requesting a statement from the parents to governing body for a review of the decision.

Model letter 7: Letter from the Clerk to the Governors to confirm the outcome of further reviews of decisions where the imposition of the conditions / ban has been extended or removed.

*Possible Model Letter 1 Warning (sent by the Headteacher)*

Recorded Delivery

Dear

I have received a report about your conduct at the school on (enter date and time or details). This appears to fall far short of that we would expect of a parent of a pupil at Balfour Infant School.

(Add factual summary of the incident and of its effect on staff, pupils and other parents)

I must inform you that the governing body will not tolerate aggression towards members of the school community and will act to protect its staff and pupils from any form of abuse or intimidation. I should warn you that any future conduct of this nature could result in the school imposing conditions restricting your access to the school or banning you from contacting or attending the school altogether.

I wish to give you the 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. Please do so within 10 working days of the receipt of this letter. These comments may include any assurances you are prepared to give about your future good conduct. There is then an option for us to meet to discuss the situation and how it can be avoided in the future.

Details of our policy on dealing with abusive parents can be found on our website.

Yours sincerely

Headteacher

Cc: Chair of Governors

*Possible Model Letter 2: Imposing conditions on the parent's attendance at school events, pending review (sent by headteacher)*

Recorded Delivery

Dear

I have received a report from the (name of staff) about your conduct on ..... at .....

(add summary of incident and its effect on staff and pupils)

(You will recollect that I have already written to you about a previous incident on (date) warning you of the consequence of any further insulting or aggressive behaviour on your part).

I must inform you that the governors, in line with our policy, will not tolerate conduct of this nature on the school premises and will act to defend school staff and pupils.

I am therefore writing to inform you that I am imposing conditions on the contact you may have with school. These are as follows: (delete as appropriate)

- You must be accompanied to any meeting with a member of school staff
- You must not contact by telephone or in writing any member of staff. You may contact either myself or...
- You may not attend any events for parents except those where you will be accompanied by a member of the senior leadership team of the school
- Other as are reasonable and proportionate

The restrictions above are provisional until they have been reviewed by the Chair of Governors. Please consider them to be in force until you receive their confirmation.

The Chair of Governors will need to decide whether it is appropriate to confirm to overturn this decision. You may, if you wish, send them in writing any comments or observations of your own within 10 working days of this letter. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct. The Chair will then write to you with the outcome of their decision.

If on receipt of your comments, the Chair of Governors considers that my decision should be confirmed, you will be supplied with details of how the conditions will be reviewed by the governing body.

Yours sincerely

Headteacher

Cc: Chair of Governors

*Possible Model Letter 3: Letter to confirm or overturn Headteacher's decision to impose conditions (sent by Chair of Governors)*

Recorded Delivery

Dear

The Headteacher wrote to you on (date) to detail concerns about an incident when your behaviour towards (name) fell short of what we would expect as a school. You will be aware that she has written to you previously about your behaviour towards staff.

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

In the circumstances, and after further consideration of the Headteacher's report and your letter, I have determined to impose conditions on your contact with school should be confirmed. The conditions are as follows:

- (Copy conditions from the headteacher's letter)

The decision will be reviewed by the governing body in approximately six months' time. The Clerk to the Governors will write to you in advance of the meeting to ask you to provide a written statement for their consideration. When deciding whether it will be necessary to extend the application of conditions to attend 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.

OR

In the circumstances, and after further consideration of the headteacher's report and your letter. I have determined that the decision to impose conditions on you should be overturned. You may hence attend school events as normal. However, should there be a repeat of inappropriate behaviour towards staff all of the above sanctions may be applied.

Yours sincerely

Chair of Governors

Cc: Headteacher

*Model Letter 4: Imposition of a ban on contacting or attending the school, pending review (sent by the headteacher)*

Recorded Delivery

Dear

I have received a report from the (name of staff) about your conduct on ..... at .....

(add summary of incident and its effect on staff and pupils)

You will recollect that I have already written to you about a previous incident on (date) warning you of the consequence of any further insulting or aggressive behaviour on your part.

I must inform you that the governors, in line with our policy, will not tolerate conduct of this nature on the school premises and will act to defend school staff and pupils.

I am therefore writing to inform you that I am recommending imposing a ban on you attending or contacting the school. This means you may not attend school for any reason whatsoever. You must not make contact with any member of staff by telephone or email. You do, however, have the right to attend one meeting per year to discuss your child's progress. This meeting will be with me. I will contact you to arrange this at the time of the next academic review day.

The restrictions above are provisional until they have been reviewed by the Chair of Governors. Please consider them to be in force until you receive their confirmation,

The Chair of Governors will need to decide whether it is appropriate to confirm or overturn this decision. Please send them, in writing, any comments or observations of your own within 10 working days of date of this letter. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct.

If on receipt of your comments, the Chair of Governors considers that my decision should be confirmed, you will be supplied with details of how this ban will be reviewed by the governing body.

Yours sincerely

Headteacher

Cc: Chair of Governors

*Model Letter 5: Letter to confirm or overturn Headteacher's decision to impose a ban (sent by Chair of Governors)*

Recorded Delivery

Dear

The headteacher wrote to you on (date) to detail concerns about an incident when your behaviour towards (name) fell far short of what we would expect as a school. You will be aware that she has written to you previously about your behaviour towards staff.

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

In the circumstances, and after further consideration of the Headteacher's report and your letter, I have determined that the decision to impose a ban on you should be confirmed. This means you may not attend school for any reason whatsoever. You must not make contact with any member of staff by telephone or email. You do, however, have the right to attend one meeting per year to discuss your child's progress. This meeting will be with ..... or a member of the senior team.

This decision will be reviewed in six months' time by the governing body. The clerk to the governors will write to you in advance of the meeting of the governing body to ask you to provide a written statement for their consideration, any appropriate expressions of regret or reassurance of future good conduct received from you and any evidence of your co-operation with the school in other respects.

OR

In the circumstances, and after further consideration of the Headteacher's report and your letter, I have determined that the decision to impose a ban should be overturned. You may hence attend school events as normal. However, should there be a repeat of inappropriate behaviour towards staff all of the above sanctions may be applied.

Yours sincerely

Chair of Governors

Cc: Headteacher

*Model Letter 6: Letter from Clerk to the Governors requesting parents' statement to review by governing body (sent by Clerk to the Governors)*

Recorded Delivery

Dear

..... wrote to you on (date) to detail concerns about your behaviour towards school staff / pupils which fell short of what we would expect of a school. As a result of this incident, conditions were imposed on you / a ban was imposed.

This decision will be reviewed by the governing body at their next meeting on (date)

I am writing to ask you if you would like to make a written statement to the governors for their consideration in making the decision whether to remove the restriction or extend it.

If you should wish to make a written statement, please can you email it to me at (address) by (date – give 10 days to respond)

Yours sincerely

Clerk to the Governors

Cc: Headteacher

*Model Letter 7: Letter detailing outcome of governing body's review (sent by Clerk to the Governors)*

Dear

I wrote to you on (date) to request a statement to enable governors to review the school's decision to impose conditions / ban you from attending school premises.

I have not received a written response from you / I have received a letter from you dated ..... the contents of which were considered carefully by the governors at their meeting on .....

In the circumstances, and after further consideration of the headteacher's report (and your letter), governors have determined that the decision to impose conditions / ban you from attending or contacting school should be confirmed. The conditions of your attendance on site are as follows:

- You must be accompanied to any meeting by a member of school staff
- You may not contact by telephone or in writing any member of staff.
- You may not attend any events for parents except those where you will be accompanied by a member of the senior leadership of the school
- Any other conditions imposed

OR

- You must not attend any event in school except for an annual meeting about your child's progress. This meeting will be conducted by .....
- You may not contact by telephone or in writing any member of staff

The decision will be reviewed again in six months' time. When deciding whether it will be necessary to extend the application of conditions to attend 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 you co-operation with the school in other respects.

OR

In the circumstances, and after further consideration of the headteacher's report and your letter, governors have determined that you should once again be allowed to attend parents' events as usual. All conditions have been removed. However, should there be a repeat of inappropriate behaviour towards staff this decision may be revoked.

Yours sincerely

Clerk to the Governors

Cc: Headteacher

