

# St Augustine's Academy



## Parents, Carers and Visitors Code of Conduct

Approved by:

Date: 04/12/2024

Last reviewed on: NA (New Policy)

Next review due by: December 2026

'Let your light shine before others, that they may see your good deeds and glorify your Father in Heaven.'

*Matthew 5:16*

## Statement of Intent

*Treat others just as you want to be treated.*  
*Luke 6:31*

St Augustine's Academy, is a place where everyone should feel safe, valued and respected. The purpose of this Code of Conduct is to remind parents, carers and visitors about their expected conduct to ensure the safety and wellbeing of pupils and staff and to develop positive working relationships within the school. This code of conduct applies to parents, carers and visitors (including contractors) to St Augustine's Academy; to their behaviour towards staff in these settings; and to comments made about the school and its staff.

This policy works alongside the following policies:

- **Staff Code of Conduct** – which sets out the behaviours expected of staff at St Augustine's Academy
- **Governors Code of Conduct** – which sets out the behaviours expected of Governors at St Augustine's Academy
- **Resolving Complaints Policy** – which sets out how parents, carers and others can raise concerns with the school and resolve them in a peaceable and constructive way.

## Expected behaviour and conduct

In order to ensure that our school remains a peaceful and safe place in which to learn and work, St Augustine's Academy expects parents, carers and visitors to:

- Respect the values and ethos of our school
- Understand that school staff and parents need to work together for the benefit of their children
- Treat all members of staff with respect and therefore set a good example in their own speech and behaviour
- Approach the school to help resolve any issues of concern in a calm and respectful manner
- Correct their own children's behaviour on the school premises; especially where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour

## Behaviour and conduct that is not tolerated

St Augustine's Academy will not tolerate parents, carers and visitors exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, a staff member's office, the reception area or any other area of the school building or grounds
- Use of loud or offensive language or tone, swearing, cursing, using profane language or displaying temper

- Threats to a member of staff, trustee, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence
- Defamatory, offensive or derogatory comments in communication, either verbal or written (including emails, text/voicemail/phone messages or other written communication) to a member of staff or a governor
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils, parents, staff or governors at the school on any social media site
- Use of equipment to record conversations with members of staff or governors without their consent
- Use of physical aggression towards another adult or child. This includes physical punishment against their own child, which is likely to put a child at risk of harm or constitute a safeguarding breach, which will lead to immediate action
- Approaches to someone else's child in order to discuss or chastise them because of the actions of this child towards their own child (such an approach to a child may be seen to be an assault on that child and may have legal consequences)
- Smoking, vaping and consuming alcohol or other drugs whilst on school property
- Damage or destruction of school property
- Dropping litter on school property

## **Inappropriate use of social media**

In the event that any parent/carer of a pupil at St Augustine's Academy or other community member is found to be posting libellous or defamatory comments on social media sites, they will be reported to the appropriate 'report abuse' section of the social media network site. All social media sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this.

The school will also expect that any parent/carer, pupil or community member removes such comments immediately. Where a pupil has posted comments, it is the responsibility of the parents or legal guardians to ensure this content is removed.

## **Use of mobile phones/devices**

The following information is taken from the schools **Camera and Mobile Phone Policy**.

- Visitors are not permitted to use their mobile phones on school premises except with specific permission.
- If calls need to be made whilst in the school building, visitors will be directed to a room where no children are present.
- Visitors are not permitted to use their phones or other recording devices, as video recording devices or cameras in school or on school trips, without permission by a member of staff.
- Visitors are asked to be discreet and respectful and to ensure that mobile phones are turned off/switched to silent during Church Services, Concerts, etc.

- For some events e.g. Sports Day, parents/carers will be permitted to take photos of their own child. However, any photos which includes another child, may not be shared on social media without the consent of the other parent/carer. Anyone found to be ignoring this will be specifically asked to remove these photos.

## **Dealing with incidents**

An overview of the approaches to dealing with breaches of this code of conduct can be found in Appendix A. All incidents of threatening behaviour, abuse, violence or any other breach of this code of conduct will be recorded on the incident report form located in Appendix B.

Parents, carers and visitors who display behaviour that breaches this code of conduct will, in the first instance, be politely asked to stop and offered the opportunity to discuss the matter in person. If either party feels it is not conducive to have these discussions immediately following the incident, an appropriate time will be arranged for these discussions to take place.

We recognise that behaviour is often driven by emotion but, whilst this may explain an incident, response or reaction in the first instance, it will not excuse breaches of the policy. Normally parents and carers are allowed to communicate with members of staff but this may be restricted if there are problems with such communication, e.g. an excessive number of emails, rudeness in communications. In such cases communication may be restricted to a nominated person in the school e.g. a Senior Leader.

Where parents, carers or visitors continue to act unacceptably, the Headteacher may feel it necessary to issue a warning letter to the individual stating that, should the behaviour persist, it may lead to a ban from the school grounds. A model letter can be found in Appendix C.

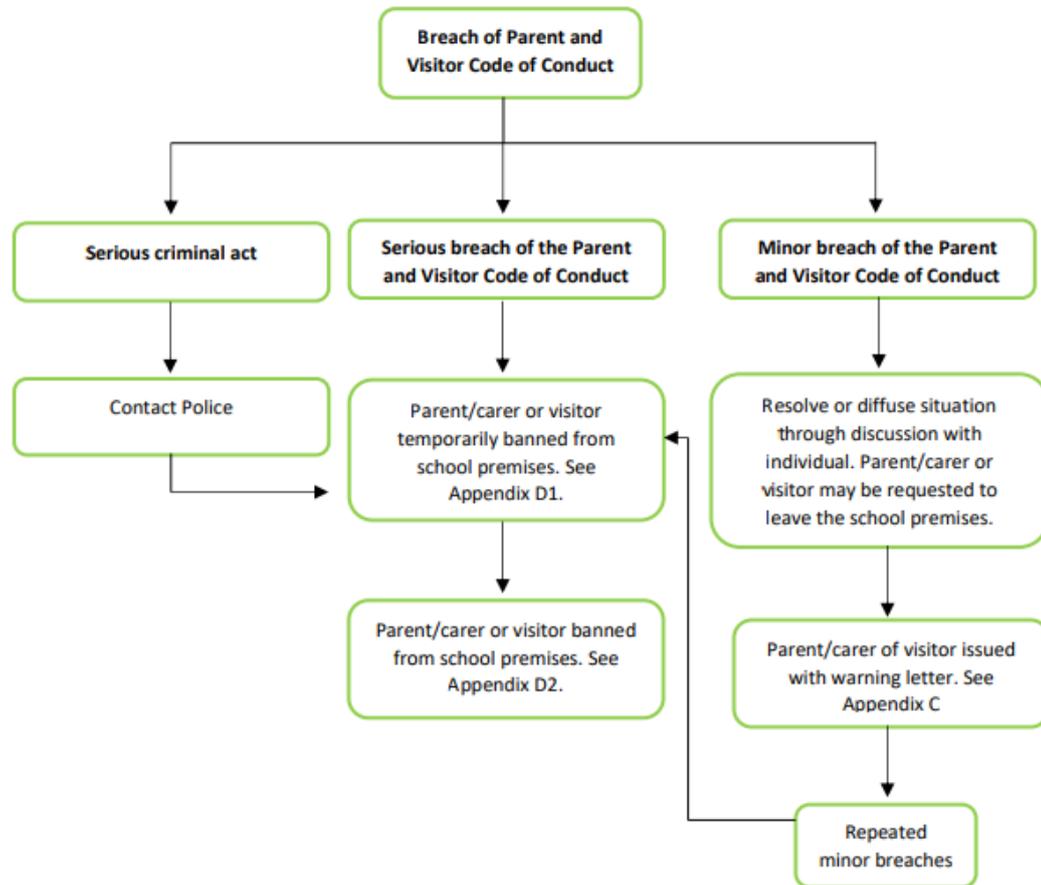
If necessary, and as a last resort, the school may bar parents, carers and visitors from the school premises. In such cases, the Headteacher will write to the individual stating that a bar has been put in place, state the length of the ban, with a review date and will provide the parent, carer or visitor with an opportunity to make representations before finalising the bar.

The Headteacher will inform the Chair of Governors when such a decision has been made. Model letters can be found in Appendix D.

## **Policy Review**

This policy will be reviewed on a bi-yearly basis.

**Appendix A:  
Approach to dealing with breaches of the Parent and Visitor Code of Conduct**



**Appendix B:  
Parent and Visitor Code of Conduct - Incident Report Form**

<b>Date and time of incident</b>	
<b>Name of person reporting the incident</b>	
<b>Details of person verbally abused/assaulted (if appropriate)</b>	
<b>Name of alleged perpetrator(s)</b>	
<b>Context in which they are known (e.g. parent, visitor, contractor)</b>	
<b>Type of incident</b> (e.g. nuisance, verbal assault, physical assault)	
<b>Location of incident</b>	
<b>Details of incident</b> (describe incident, including, where relevant, events leading up to it; relevant details of trespasser/assailant not given above; if a weapon was involved, who else was present)	
<b>Witnesses</b> (name, relation to incident (e.g. parent/student/staff member) and contact details)	
<b>Outcome</b> (e.g. whether police called; whether trespasser was removed from premises under section 547; whether parents contacted; what happened after the incident; any legal action)	
<b>Any other relevant information?</b> (e.g. possible contributory factors, has the parent, carer or visitor been involved in any previous incidents?)	
<b>Signed</b>	
<b>Date</b>	

**Appendix C:  
Warning letter**

Sample warning letter that may be sent to a parent, carer or visitor. The actual wording may need to be amended dependent on the circumstances.

Dear <insert name>

I have received a report about your conduct on <date> and <time> when you [add summary of the incident and of its effect on staff, pupils, other parents].

I must inform you that St Augustine's Academy will not tolerate conduct of this nature on its premises and will act to defend its staff and pupils.

This letter serves as a written warning, in accordance with our Parent and Visitor Code of Conduct. I must inform you that any repetition of such behaviour could lead to an immediate withdrawal of permission for you to enter the school premises.

Should you wish to discuss the content of this letter, please make an appointment to see me via the school office.

Yours faithfully,

Amanda Howes  
Headteacher

**Appendix D1:  
Temporary ban from site model letter for parent or carer**

Sample initial ban letter that may be sent to a parent, carer or visitor. The actual wording may need to be amended dependent on the circumstances.

Dear <insert name>

I have received a report about your conduct on <date> at <time> when you [add summary of the incident and of its effect on staff, pupils, other parents].

I note that you have had a written warning about your conduct in the past.

I must inform you that St Augustine's Academy will not tolerate conduct of this nature on its premises and will act to defend its staff and pupils.

Whilst this is being further investigated, I have decided that you may not be present on the school premises, unless for a pre-arranged meeting, from now until <date>, when the situation will be reviewed. The withdrawal of permission for you to enter the school premises takes effect immediately and includes all school buildings, playgrounds and fields.

If you do not comply with this instruction, I shall 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.

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.

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

To enable me to take a decision on this matter, please send me any written comments you wish to make by <insert date 10 school days from date of letter>. If, on receipt of your comments, I consider that my decision should be confirmed, you will be supplied with details of how to pursue a review of your case.

Yours faithfully,

Amanda Howes  
Headteacher

**Appendix D2:  
Ban from site model letter for parent or carer**

Sample ban letter that may be sent to a parent, carer or visitor. The actual wording may need to be amended dependent on the circumstances.

Dear <name>

I write to you with regard to my letter dated <add date> requesting your account of the events described in that letter and asking you to explain the position from your point of view. [Delete as appropriate] I have met with you to discuss the concerns/ I have not received a written response from you/I have received a letter from you dated [date], the contents of which I have carefully considered.

In the circumstances, and after further consideration, 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 school premises without prior knowledge and approval. 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 up to £500.

Even though we have taken this decision, the staff at St Augustine's Academy remain committed to the education of your child(ren), who must continue to attend school as normal under the arrangements set out in my previous letter.

This decision will be reviewed again <insert review date which should be a reasonable period no longer than 6 months>.

Yours faithfully,

Amanda Howes  
Headteacher