

North Ridge High  
Specialist Support School



# **Parents, Carers and Visitors' Code of Conduct and Behaviour on School Premises Policy**

Created: September 2018  
Next Review: September 2020

## **PURPOSE AND SCOPE**

---

Governors at North Ridge are very fortunate to have a supportive and friendly community. Our parents and carers recognise that educating pupils is a process that involves partnership between parents and the school. We welcome and encourage parents and carers to participate fully in the life of our school and we will act to ensure it remains a safe place to learn and work.

The vast majority of the parents and carers are keen to work with us and are supportive of the school's work. If a parent or carer has concerns we will always listen and seek to address them.

We expect all members of our school community to behave in a reasonable way but sadly, there are occasions when behaviour by parents, carers and visitors to the school is considered unacceptable. This policy outlines the steps that will be taken in those circumstances.

## **VISITORS CODE OF CONDUCT**

---

In addition to following the guidance set out in our Home-School Agreements, we expect visitors to:

- Understand that both teachers and parents/carers need to work together for the benefit of the pupils.
- Demonstrate 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 to clarify a pupil's version of events with the school's view in order to bring about a peaceful solution to any issue.
- Correct their own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Approach the school to help resolve any issues of concern.
- Avoid using staff as threats to children if they do not behave at home.

## **TYPES OF UNACCEPTABLE BEHAVIOUR**

---

In order to support a peaceful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following:

- Disruptive behaviour or disorderly conduct which interferes or threatens to interfere with the operation of a classroom, office or any other area of the school grounds.
- Using loud/or offensive language, shouting, swearing, cursing, using profane language, attempting to physically intimidate, use of aggressive hand gestures or displaying temper.
- Threatening to harm a member of school staff, visitor, fellow parent/carers or pupil regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying school property.

- Sending abusive or threatening e-mails or text/voicemail/phone messages or other written communications.
- Defamation of the school or staff character on Facebook or other social network sites.
- The use of physical aggression towards another adult or child. This includes physical punishment against your own child on school premises.
- Approaching someone else's child in order to discuss or chastise them because of their actions towards your own children.
- Smoking and consumption of alcohol or illegal drugs on school premises.

## **STEPS TO BE TAKEN IF AN INCIDENT OCCURS**

---

### **STEP 1: VERBAL WARNING**

The head teacher (or member of SLT) will speak to the person or persons perpetrating such an incident, privately. It will be put to them that such behaviour is unacceptable and an assurance will be sought that such an incident will not be repeated. If staff experience abusive or threatening telephone calls they will cease the conversation immediately. If staff experience abusive or threatening behaviour from families when collecting or dropping pupils off at their homes they will leave the home immediately with the child in the care of their family.

It will be stressed on these occasions that repetition of such an incident will result in further more serious action being taken. If the head teacher has been subject to abuse this will be done by the Chair of Governors (or another appointed governor).

### **STEP 2: WRITTEN WARNING**

If a second incident occurs involving the same person or persons, the head teacher will write to the adult(s) informing them once again that this conduct is unacceptable. As for Step 1, if the head teacher has been subject to abuse this will be done by the Chair or Governors or other appointed governor. NB: Any incidents of violent conduct would immediately proceed to step 5. Any act of actual or threatened violence will be referred to the police immediately. See STEP 2 example letter.

### **STEP 3: FINAL WRITTEN WARNING**

If a third incident occurs involving the same person or persons, the Head Teacher, Chair of Governors or other appointed independent governor, will write to the adult(s) giving a final warning that this abusive and threatening behaviour is unacceptable, and that a repetition of this conduct will leave the governors no option but to take further action.

**STEP 4: EXCLUSION FROM SCHOOL PREMISES**

If such an incident recurs or if an initial incident is considered serious enough, the Chair of Governors (or other appointed governor) would enforce an exclusion from school premises.

**STEP 5: REMOVAL BY POLICE**

If, following a decision to exclude a person from the school premises, that person persists in entering school premises, they may be removed by the police as a trespasser under Section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986.

All parents, even if excluded from school premises, are not excluded from the rights to access to school and have a right to seek an appointment to speak to school staff about their child's educational progress.

## STEP 2 LETTER

This is an example of a warning letter to be sent to a parent, carer or visitor who has caused a disturbance at the school. The actual wording may need to be varied according to the circumstances. It is advisable to discuss the matter with the LA before sending such a letter.

Dear

It has been reported to me that you have caused a disturbance on North Ridge Specialist Support school premises on (date).

We have spoken privately about your unacceptable behaviour in the past and you reassured me (or member of the SLT) that such an incident would not be repeated.

On this occasion, your behaviour has upset (who or a number of members of staff, pupils, etc.) who were present.

(Optional) If you are unhappy about any aspect of your child's education then we can arrange to have a meeting at an appropriate time and place.

This letter serves as a written warning, in accordance with our Visitor Code of Conduct and Unacceptable Behaviour on School Premises Policy. 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 sincerely

cc: Chair of Governors

### STEP 3 LETTER

This is an example of a warning letter to be sent to a parent, carer or visitor who has caused a disturbance at the school. The actual wording may need to be varied according to the circumstances.

Dear

I have received a report from the head teacher of North Ridge Specialist Support School about your unacceptable conduct on (date).

(Provide a brief summary of the incident and its effect on staff and pupils)

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

I must inform you that the governors will not tolerate conduct of this nature and will act to defend school staff and pupils.

(Optional) If you are unhappy about any aspect of your child's education then you can arrange to have a meeting with the Head teacher at an appropriate time and place.

This letter serves as a final written warning, in accordance with our Visitor Code of Conduct and Unacceptable Behaviour on School Premises Policy. I must inform you that any repetition of such behaviour will 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 sincerely

cc: Chair of Governors

## STEP 4 LETTER 1

This is an example of an initial ban letter to be sent to a parent, carer or visitor who has caused a disturbance at the school. The actual wording may need to be varied according to the circumstances.

At this stage, the ban takes effect immediately, but as the letter indicates, the parent must be enabled to make representations. A period of a week is recommended to allow for this, at the end of which the Chair of Governors should consider any representations made, and then make a decision to either confirm the ban or discontinue it.

Dear

I have received a report from the head teacher of North Ridge Specialist Support School about your unacceptable conduct on (date). (Provide a brief summary of the incident and its effect on staff and pupils)

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

I must inform you that the governors will not tolerate conduct of this nature and will act to defend school staff and pupils. On the advice of the Head teacher, I am therefore instructing you that until I have reviewed this incident, you are not to reappear on the school premises. 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 currently liable to a fine of £500.

Special arrangements can be made for you to meet with the head teacher, if necessary, but this may only be with the written permission of the governors. The withdrawal of permission for you to enter the school premises takes effect immediately and will be in place for (insert days) school days in the first instance. I still need to decide whether it is appropriate to confirm this decision. Before I do, I wish to give you an opportunity to write to me with any comments or observations of your own in relation to the report that I have received from the head teacher. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct.

To enable me to take a decision on this matter, please send me any written comments you wish to make by **(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 sincerely

cc: Head teacher

## STEP 4 LETTER 2

This is an example of a letter to state that a ban is being upheld. The actual wording may need to be varied according to the circumstances.

Dear

On (date) I wrote to inform you that on the advice of the head teacher I had withdrawn permission for you to come onto the premises of North Ridge Specialist School. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by (date). 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 of the head teacher's report, 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 premises of the school without the prior knowledge and approval of the head teacher. If you do not comply with this instruction I shall arrange for you to be removed from the premises of the school. 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 head teacher and staff at North Ridge remain committed to the education of your child(ren), who must continue to attend school as normal (insert for primary age children) under the arrangements set out in my previous letter.

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

When deciding whether it will be necessary to extend the withdrawal of permission to come onto the 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.

If you wish to pursue the matter further you have a right to complain to a panel of school governors who have not been involved previously and who will consider the circumstances of the decision to withdraw permission for you to come on to the school site. You can make your complaint by writing to the Clerk to the Governors, c/o ..... School.

**(Where the incident has arisen in the context of a parental complaint against the school, the following may be inserted)** Finally, I would advise you that I have asked the head teacher to ensure that your complaint that (insert details) is considered under the appropriate stage of the school's parental complaints procedure. The school will contact you about this in due course.

Yours sincerely

cc: Head teacher