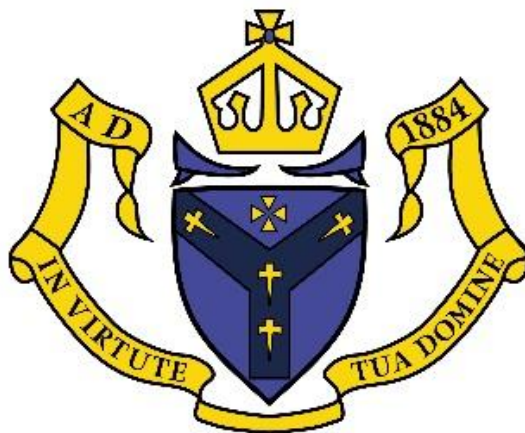


*Creative, courageous and aspirational in the strength of God.*  
**Sissinghurst Church of England VA Primary**



The Governors and Staff of Sissinghurst (VA) Church of England Primary School believe the policies and procedures we write help us to continuously improve the school and develop our pupils to become life-long learners and valuable citizens of the future.

Our School Vision

We are a strong 'family', passionate about providing creative and aspirational learning opportunities. We are courageous advocates for the planet, learning to speak out for others' locally, nationally and globally. Rooted in the strength of God, we respect, cherish and nurture the unique abilities of each member of our community.

We are dedicated to providing an education of the highest quality within the context of Christian belief and practice. Our Christian values of:

Kindness Forgiveness Courage Service

|               |                                     |
|---------------|-------------------------------------|
| Policy Title: | Visitor and Parent Behaviour Policy |
| Date:         | January 2022                        |
| Review Date:  | September 2023                      |
| Reviewed by:  | Bonno De Haan                       |
| Approved by:  | Joanna Langton                      |

## Visitor and Parental Behaviour Policy

### Contents

|  |                              |
|--|------------------------------|
| 1. Purpose and scope.....                                | Error! Bookmark not defined. |
| 2. Our expectations of parents and carers .....          | Error! Bookmark not defined. |
| 3. Behaviour that will not be tolerated .....            | Error! Bookmark not defined. |
| 4. Breaching the code of conduct .....                   | Error! Bookmark not defined. |
| <b>Appendix 1: model letters.....</b>                    | <b>6</b>                     |
| Initial warning letter from the headteacher .....        | 6                            |
| Model letter banning a parent from the school site ..... | 6                            |

### 1. Purpose and scope

At Sissinghurst VA Church of England Primary School we believe that all staff, visitors, parents and children are entitled to a happy and safe environment in which to learn and work. Our policies in relation to staff, pupil, parents and visitor's behaviours are underpinned by our school vision - as a 'school family' we believe we should respect, cherish and nurture the unique abilities of each member of our community. Our school vision is underpinned by Deuteronomy 31:6

"Be strong. Take courage. Don't be afraid because God, your God, is striding ahead of you. He's right there with you. He won't let you down; he won't leave you."

We believe that it is important to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, staff and parents
- Model appropriate behaviour based on our school vision and values for our pupils at all times

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and pupils (through our behaviour policy).

This visitor and parent code of conduct aims to help the school work together with parents by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

### 2. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school following our school values of Kindness, Forgiveness, Courage and Service.
- Work together with staff in the best interests of our pupils.
- Treat all members of the school community with respect – setting a good example with speech and behaviour and modelling how to get along with all members of the school and the wider community.
- Seek a peaceful solution to all issues.

- 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 school staff to help resolve any issues of concern.
- Ensure that no staff, parents or children are victimised, subjected to abusive behaviour including shouting, rudeness or open to threats from other adults on or around the school premises (including the car park and over the telephone or email).
- Ensure that there are never any physical attacks, threatening behaviour\*\*, abusive or insulting language (verbal or written), towards staff, governors, parents, carers, children and other users of the school premises.
- Be positive role models\* to our pupils.

#### \*Role Models

Children learn through imitation. In their early years, children will imitate their parents and other family members. It is therefore crucial to model positive behaviour, how you speak, body language and the words you say and demonstrate how to treat other human beings with respect. If parents or other adults in school behave badly, then children may think that it is acceptable to do the same.

### 3. Behaviour that will not be tolerated

Listed below are the types of behaviour that are considered threatening behaviours \*\* such behaviours are taken seriously and are unacceptable in our school community. This is not an exhaustive list but seeks to provide illustrations of such behaviours which will not be tolerated towards any member of the school community.

Any behaviour that will cause harassment, alarm or distress to our school community is contrary to the aims of the school and **will not**, under any circumstances, be tolerated.

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, pupils or other parents either in person or over the telephone
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email or social media
- Speaking in an aggressive, rude or threatening way over the telephone and/or abruptly ending phone calls in a dismissive or disrespectful manner
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Speaking in a dismissive, rude or aggressive/threatening tone
- Physically intimidating, e.g. standing very close
- The use of aggressive hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting e.g. slapping, punching or kicking
- Spitting
- Racist or sexist comments

- Stealing or attempting to steal from the school or another person
- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)

### **Persons Causing Nuisance / Disturbance on School Premises** **Section 547 of the Education Act 1996**

School premises including the car park are private property and parents have been granted permission from Sissinghurst VA Church of England Primary School to be on school premises. However, in case of abuse or threats to staff, pupils or other parents, the school may ban parents from entering school premises.

It is also an offence under section 547 of the Education Act 1996 for any person (including a parent) to cause a nuisance or disturbance on school premises. **The police may be called to assist in removing the person concerned.**

### **Harassment**

In the **Protection from Harassment Act 1997** it states that:

'A person must not pursue a course of conduct which amounts to harassment of another and which he knows or ought to know amounts to the harassment of the other.'

Harassment is considered to be unwelcome comments (written or spoken) or conduct which:

- Violates an individual's dignity; and/or
- Creates an intimidating hostile, degrading humiliating or offensive environment

Harassment includes violence, threats, abuse and damage to property. It can also involve verbal abuse and name calling, offensive graffiti or post and can be received via text message, e-mails or social networking sites (cyber-bullying). Harassment is deemed to have taken place if there are at least two incidents initiated by the same person or group of people.

**Harassment is a criminal offence** - If you feel that you are being harassed via, phone text messaging or social media please ensure you save and/or screen shot any evidence and seek advice. You may want to come and speak to a member of staff at school in the first instance and we will help direct you to the right organization e.g. The Police, PCSO, Citizen's Advice Bureau or Local Authority.

### **Inappropriate use of Social Networking Sites (also see the AUP for staff and parents and the social media policy)**

Expectations regarding the safe and responsible use of social media will apply to **all** members of Sissinghurst VA Church of England Primary School community (including parents and visitors) and exist in order to safeguard both the school and the wider community, on and offline. Examples of social media may include blogs, wikis, social networking sites (Facebook, Instagram, whats app etc.), forums, bulletin boards, multiplayer online gaming, apps, video/photo sharing sites, chatrooms, instant messenger and many others.

- All members of Sissinghurst VA Church of England Primary School community (including parents and visitors) are expected to engage in social media in a positive, safe and responsible manner at all times.
- Care should be taken not to publish specific and detailed private thoughts, concerns, pictures or messages on any social media services, especially content that may be considered threatening, hurtful or defamatory to others.
- Pictures/photographs of Sissinghurst VA Church of England pupils **must not** be published online unless appropriate parental consent is granted.
- Cyber-bullying and any attempt to use a social network to publicly humiliate another child or adult will be dealt with as a serious incident of school bullying.
- Concerns regarding the online conduct of any member of Sissinghurst VA Church of England Primary School community (including parents and visitors) on social media sites should be raised through the appropriate

channels by speaking to the class teacher, Senior Leader, the Headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

#### 4. Breaching the code of conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

Please note that the Chair of Governors will be fully informed of all incidents which breach the code of conduct.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent (see appendix 1)
- Invite the parent in to school to meet with a senior member of staff or the Headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from KCC legal department regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site
- Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the Headteacher.

The Headteacher will consult the chair of governors before banning a parent from the school site.

Sissinghurst VA Church of England Primary School is **not** responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school.

The school reserves the right to take any action necessary, including informing the Police, to ensure that all members of the school community (including parents and visitors) are not subjected to any form of abuse.

***The school reserves the right to withdraw permission for parents and visitors to be on or around the school premises (including the car park), if it is considered that the safety and well-being of the school community is at risk.***

Unacceptable behaviour may also result in the local authority and police being informed of the incident where relevant.

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## Appendix 1: model letters

### Initial warning letter from the Headteacher

Dear,

I've received a report about your conduct on

As written in our parent code of conduct, we do not tolerate this kind of behaviour in our school. **Please find a copy attached to this letter** and on our school website.

We believe that all staff, pupils and parents are entitled to a safe, respectful and inclusive environment, and that parents are as responsible for creating this environment as school staff.

I'd like to invite you in to school to discuss this incident, and how we can work together to prevent similar issues in the future.

Please be aware further behaviour of this sort may result in you being banned from our school site.

Please contact the school office on **01580 713895** to book an appointment.

Yours sincerely

Mrs J Langton

**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].

You can also choose to ban a parent permanently. In that case, amend the sentence above.

Despite previous correspondence and conversations about your conduct, there have been further breaches of our parent code of conduct.

[Include details of the incidents, including dates, locations and effects on staff/pupils/other parents for every relevant incident.]

If you do not comply with the ban, I will arrange for you to be removed from the grounds and you may be prosecuted under Section 547 of the Education Act 1996.

If you would like to raise a complaint, you can do so using the school's complaints procedures, which are available on our website.

Yours sincerely

Headteacher