



BORDESLEY MULTI ACADEMY TRUST

## T2-09 PARENTS, VISITORS AND CONTRACTORS CODE OF CONDUCT

Tier 2 – Centrally Determined School Policy  
Approved by the Trust on 23/02/2021

### Document control

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## **1. Bordesley Multi Academy Trust Mission Statement**

We believe that success is achieved by working in partnership with parents, carers and the wider community. We are committed to working with our partners to ensure the very best outcomes for all our learners, from 3 to 19.

The significant guiding principles of the MAT are based around autonomy, trust, respect, equity and outstanding relationships. We believe that positive and constructive relationships are at the heart of every successful school. This allows the entire community to be valued and challenged to be their best, raising aspirations for all.

## **2. Introduction**

At Holyoakes Field, we strive to build a strong relationship with parents to help create a stimulating learning environment that continues from school to home, providing all pupils with the opportunity to achieve to the best of their ability.

To create a welcoming and safe learning environment, the school implements a specifically designed set of rules regarding behaviour and conduct which parents, visitors, and contractors are expected to act in accordance with.

Almost all parents, carers and visitors to the school are keen to work with us and are supportive of the school. However, on very rare occasions the behaviour of a small number of parents, visitors or contractors falls short of what we expect. This sometimes manifests itself in aggression or abuse towards members of the school community. This can be in written communication (including social media), on the telephone or in face-to-face incidents.

In these situations we expect members of staff to behave professionally, attempting to defuse the situation where possible and seeking the involvement as appropriate of other colleagues. Staff who face these situations have licence to end any conversation (face to face or on the telephone).

This document outlines the manner in which parents are expected to act whilst on the school premises, as well as detailing the type of behaviour that will not be tolerated.

## **3. Legal framework**

This document has due regard to all relevant legislation including, but not limited to, the following:

- Education Act 2011
- Education Act 1996
- Children Act 2004

This document has due regard to statutory and best practice guidance, including, but not limited to, the following:

- DfE - 'Keeping children safe in education'
- DfE - 'Controlling access to the school premises'

This document operates in conjunction with the following school policies:

- Complaints Procedures Policy
- Child Protection and Safeguarding Policy
- Use of Mobile Phone and Photography Policy
- Alcohol, Drug and Substance Use Policy

## **4. Expectations**

Our school expects parents, visitors and contractors to:

- Act in accordance with this code of conduct at all times.

- Support and reflect the school's ethos and values through their behaviour.
- Set a good example to pupils through their behaviour and the way they interact with staff, pupils and other adults.
- Work together with staff for the benefit of their child.
- Treat all governors, staff members, pupils, other parents and any other individuals connected to the school with dignity and respect.
- Work with staff members to resolve any issues of concern.
- Where appropriate, clarify their child's version of events with the school to bring about a peaceful solution to any issue.
- Correct their child's behaviour appropriately, particularly on the school grounds where it could otherwise lead to conflict or aggressive or unsafe behaviour.
- Respect the school's property and environment by keeping it clean and tidy.
- Follow the school's parking rules and procedures for dropping-off and collecting pupils from school.
- Dress in an appropriate manner when on the school premises and attending school events. Parents may not drop-off or collect pupils wearing nightwear.
- Ensure their dress and appearance reflects that they are role models for pupils.

Parents, visitors and contractors are required to act in accordance with all relevant school policies and procedures at all times including, but not limited to, the following:

- Use of Mobile Phone and Photography Policy
- Alcohol, Drug and Substance Use Policy

Requests for copies of all relevant policies and procedures can be made to the school office.

## **5. Inappropriate behaviour**

The school takes instances of inappropriate behaviour very seriously and will not tolerate any circumstances that may make pupils, staff members and other members of the school community feel threatened.

Parent, visitor or contractor behaviour that the school does not tolerate includes the following:

- Using foul, abusive or offensive language
- Raising voices inappropriately at another individual
- Making racist or sexual comments
- Using aggressive hand gestures, e.g. raising fists and fingers
- Discriminating against any member of the school community, including pupils, staff, governors and other parents
- Bullying, harassment or intimidation, including physical, verbal and sexual abuse offline and online
- Sending abusive or threatening messages, emails or other communications to any member of the school community
- Trespassing on school property without prior permission or implied licence
- Causing intentional damage to school property
- Breaching the school's security procedures
- Using physical violence on the school premises or on a member of the school community, e.g. hitting, slapping, punching, kicking and pushing
- Physically intimidating an individual
- Partaking in unnecessary physical contact with an individual
- Writing or posting abusive, offensive or defamatory comments about an individual or the school, including on social media
- Posting content on social media that is damaging to the school's reputation
- Sending staff aggressive emails or other communications
- Psychologically harassing any member of the school community, including displaying vexatious behaviour which is humiliating for the individual and is damaging to their self-esteem

- Displaying disruptive or other inappropriate behaviour which interferes or threatens to interfere with any of the school's operations or activities
- Approaching another parent or pupil to discuss or reprimand them because of an issue between pupils
- Threatening any member of the school community in any way
- Arriving on the school premises partially clothed
- Smoking on the school premises
- Taking illegal or harmful drugs while on the school premises
- Drinking alcohol on the school premises, unless it has been authorised and supplied by the school
- Taking photographs or videos on the school premises without permission from the school
- Driving unsafely within the vicinity of the school

## **6. Managing inappropriate behaviour**

If a parent, visitor or contractor is behaving inappropriately, a report will be made to the headteacher, or the most senior member of staff available in their absence, who will decide on the most appropriate course of action.

Adults or children will raise concerns regarding another adult's behaviour or conduct directly with their child's class teacher or the Senior Leadership Team and will not approach the parent themselves.

Instances of parents, visitors or contractors displaying inappropriate behaviour will be managed in a variety of ways, depending on the severity of the situation.

When a parent, visitor or contractor has behaved inappropriately, they may be invited to a meeting by the headteacher to discuss their behaviour and to attempt to resolve the issue.

Where this initial meeting is not sufficient to resolve the issue, the headteacher, in collaboration with other staff and relevant agencies, will consider what further action may be required. This action, depending on the situation, could include the following:

- Barring the person from the school premises
- Contacting the police
- Seeking legal redress through the courts
- Restricting the person's channels of communication to the school, e.g. no longer allowing them to send emails to a staff member directly
- Reporting content the person has posted online to the website's administrator
- Referring the case to children's social care, where the behaviour indicates that the parent poses a risk to children

Any child protection and safeguarding concerns will be addressed in accordance with the school's Child Protection and Safeguarding Policy.

The school reserves the right to escort anyone off the premises who is displaying aggressive or disruptive behaviour.

The police may be contacted to provide advice on managing an incident or to assist in the removal of an individual from the premises, where necessary.

The police will be contacted where a parent, visitor or contractor is being violent or has committed assault, or where the event has caused harm to an individual.

If a person has been previously barred from the premises, or has exceeded their implied access to the premises and is causing a disturbance, the police will be contacted to remove the individual from the premises.

If concerns are raised in relation to a person's appearance or dress, personal factors will be taken into consideration, on a case-by-case basis, when addressing the concern.

If a person persistently displays unacceptable and inappropriate behaviour, this may result in them being barred from the school premises, in line with section 7 of this policy.

## **7. Barring from the school premises**

The school has the right to bar a parent, visitor or contractor from the premises to keep the school community safe.

If a parent, visitor or contractor is displaying inappropriate or concerning behaviour, they will be asked to leave the school premises.

Behaviour that could result in a person being asked to leave the premises includes aggressive, abusive or insulting behaviour or language that is a risk to staff or pupils, or behaviour that is making staff or pupils feel threatened.

If a parent, visitor or contractor persistently or consistently behaves inappropriately on the school site, or there is a one-off incident of extremely inappropriate behaviour, the school reserves the right to bar this individual from the school site.

The school will either:

- Bar the person temporarily, until the parent has had the opportunity to formally present their side.
- Inform the person that they intend to bar them and invite them to present their side.

The headteacher will send a letter to the person, informing them of the following information:

- Why they have been temporarily barred or face a bar
- The nature of the bar, i.e. if they are temporarily barred pending their representation or if they must present their side before the decision to bar can be made
- That they have the right to formally express their views on the decision to bar in writing to the chair of governors within 10 working days

The headteacher's decision to bar the parent will be reviewed by the chair of governors.

The chair of governors will take account of any representations made by the parent, visitor or contractor and decide whether to confirm or lift the bar.

The person will be notified in writing of the decision to uphold or lift the bar.

If the decision is confirmed, the parent, visitor or contractor will be notified in writing, explaining:

- How long the bar will be in place.
- When the decision will be reviewed.

Decisions to bar will be reviewed at the end of the agreed timescale, in line with the process outlined above.

Following a review, the bar may be lifted or, if there are grounds for continued concern regarding the person's conduct, it may be extended.

Once the appeal process has been completed, parents that remain barred may be able to apply to the Civil Courts. If a parent wishes to exercise this option, they should seek independent legal advice.

## **8. Appendices**

### **Model letter 1**

This is an initial letter from the Headteacher to ensure the parent, visitor or contractor 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.

Imposing conditions on the parent's attendance at school events.

### **Model letter 2**

This is a letter from the Headteacher informing the parent, visitor or contractor of the school's decision to impose conditions on the attendance at school events, pending review by the Chair of Governors.

### **Model letter 3**

Letter from the Chair of Governors informing the parent, visitor or contractor of their decision to confirm or remove the conditions.

## **Imposing a ban**

### **Model letter 4**

Letter from Headteacher informing the parent, visitor or contractor 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 parent of her decision to confirm or remove ban

## **Reviewing the decision to impose conditions or impose a ban**

### **Model Letter 6**

Letter from Clerk to Governors requesting statement from the parent, visitor or contractor to Board of Governors for review of decision.

### **Model letter 7**

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

## 9. Model Letter 1 Warning (sent by Headteacher)

Dear XXX

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 XXX, or a visitor or contractor.

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

I must inform you that the School and its Governors will not tolerate aggression towards members of the school community and will act to protect its staff and students 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 an 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 date 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, visitors or contractors can be found on our website.

Yours sincerely

XXX

Head Teacher

cc: Chair of Governors



## 10. Model Letter: 2 Imposing conditions on the parent's, visitor's or contractor's attendance at school events, pending review (sent by Headteacher)

Dear XXX

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

(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)  
<< Delete if not appropriate >>

I must inform you that the School and its 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 may not contact by telephone or in writing any member of staff. You may contact either myself or (deputy headteacher).
- You may not attend any school events except those where you will be accompanied by a member of the senior leadership 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 or overturn this decision. You may, if you wish, send in writing any comments or observations of your own within 10 working days of the 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. They will then write to you with the outcome of her 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 Board of Governors.

Yours sincerely

Headteacher  
cc: Chair of Governors

## 11. Model Letter 3: Letter to confirm or overturn Headteacher's decision to impose conditions (sent by chair of Governors)

Dear XXX

Headteacher's Name wrote to you on XXX to detail concerns about an incident when your behaviour towards XXX fell short of what we would expect as a school. You will be aware that they have written to you previously about your behaviour towards staff. << Delete if not appropriate>>

I have not received a written response from you/I have 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 conditions on your contact with school should be confirmed. The conditions are as follows:

- (Copy conditions from HT's letter)

This decision will be reviewed by the Board of Governors 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

XXX  
Chair of Governors  
cc: Headteacher  
cc: Chair of Bordesley MAT Trustees

## 12. Model Letter 4: Imposition of a ban on contacting or attending the school, pending review (sent by Headteacher)

Dear XXX

I have received a report from the XXX about your conduct on XXX at XXX.

(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. << Delete if not appropriate >>

I must inform you that the School and its 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 e-mail. 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 Parent meeting session.

The restrictions above are provisional until they have been reviewed by the Chair of Trustees. 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 the 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 Board of Governors.

Yours sincerely

XXX

Headteacher

cc: Chair of Governors

### 13. Model Letter 5: Letter to confirm or overturn Headteacher's decision to impose a ban (sent by chair of Governors)

Dear XXX

Headteachers Name, Headteacher, wrote to you on XXX to detail concerns about an incident when your behaviour towards XXX fell far short of what we would expect as a school. You will be aware that they 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 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 e-mail. You do, however, have the right to attend one meeting per year to discuss your child's progress. This meeting will be with Headteacher Name or a member of the senior team.

This decision will be reviewed in six months' time by the Board of Governors. The Clerk to the Governors will write to you in advance of the meeting of the Board of Governors 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 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

XXX

Chair of Trustees

cc: Headteacher

cc: Chair of Bordesley MAT Trustees

#### 14. Model Letter 6: Letter from clerk to the Trustees requesting parents' statement for review by Governors (sent by clerk to Governors)

Dear XXX,

**Headteachers Name**, Headteacher, wrote to you on **XXX** to detail concerns about your behaviour towards school staff/students fell short of what we would expect as a school. As a result of this incident, conditions were imposed on you/a ban was imposed.

This decision will be reviewed by the Board of Governors at their next meeting on **XXX**.

I am writing to ask whether you would like to make a written statement to 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 e-mail it to me at **(address)** by **(date – parents should be given 10 days to respond)**.

Yours sincerely

**XXX**

Clerk to Governors

cc: Headteacher, Chair of Governors

cc: Chair of Bordesley MAT Trustees

## 15. Model Letter 7: Letter detailing outcome of Board of Governors review (sent by Clerk to Governors)

Dear XXX

I wrote to you on XXX 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 XXX.

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 attend should be confirmed. The conditions of your attendance on site are as follows:

- You must be accompanied to any meeting with a member of school staff
- You may not contact by telephone or in writing any member of staff. You may contact either Headteacher's Name or (deputy headteacher)
- You may not attend any events except those where you will be accompanied by a member of the senior leadership of the school.
- Any other condition 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 Headteacher's Name.

- You may not contact by telephone or in writing any member of staff.

This 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 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, Governors have determined that you should once again be allowed to attend 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 Governors

cc: Headteacher, Chair of Governors

cc: Chair of Bordesley MAT Trustees