



# THORPE CHURCH OF ENGLAND PRIMARY SCHOOL

*Faith, Love and Excellence*

## Parent and Carer Code of Conduct

*Reviewed – Spring 2026*

*Review Date – Spring 2027*

*Policy belongs to Finance and Resources Committee*

*Ratified by FGB*

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### Statement of intent

At Thorpe Church of England Primary School, we strive to build a strong relationship with parents and carers to help create a stimulating learning environment at our Christian School 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 and carers are expected to act in accordance with. By sending children to our school, all parents and carers agree to adhere to this policy.

All staff members have the right to work without fear of threats, violence or abuse; therefore, physical attacks, threatening behaviour, and abusive or insulting language towards staff members, governors, visitors, pupils or other parents and carers may result in individuals being removed from the premises.

Any meeting with a parent or carer, who uses abusive or insulting language, physical attacks or threatening behaviour towards staff members, governors, visitors, pupils or other parents and carers, will be terminated immediately and guidance from the Area Schools Office and Police will be sought.

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

# 1. Legal framework

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

- Education Act 2011
- Education Act 1996
- Children Act 2004
- DfE (2022) 'Keeping children safe in education 2025'
- DfE (2018) 'Controlling access to school premises'

This document operates in conjunction with the following school policies:

- Complaints Procedure
- Child Protection and Safeguarding Policy

# 2. Expectations

Our school expects parents and carers 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 members for the benefit of their child and to resolve any issues of concern.
- Treat all governors, staff members, pupils, other parents and carers and any members of the school community with dignity and respect.
- 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.
- Ensure regular attendance and good punctuality – children should be in school from 8.40am to 3.15pm.
- Dress in an appropriate manner when on the school premises and attending school events, and ensure their dress and appearance reflects that they are role models for pupils.
- Work with the school to encourage good behaviour
- Share, and request, information about their child with their child's class teacher and not with TA or child's 1:1 support
- Attend appointments affecting their child's health and education
- Encourage their child to do their best and complete home learning activities & reading.
- Supervise their child and other children they have with them at all times whilst on school premises
- Ensure their child has full PE kit on the right day
- Name their child's belongings
- Only take photos of their child and no other children during school events.
- Ensure their child has a piece of fruit only as a snack and water only as a drink during the school day
- Follow the school's online-safety policy

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

- Following request regarding photography
- Ensuring our site is Smoke-free (including e-cigarettes & cigarettes), Drug and Alcohol free\*

Parents and carers can request copies of all relevant policies and procedures from the school office.

*\*Alcohol may be served in accordance with licensing laws during school fairs run by FOTSA*

### **3. Driving pupils to school**

Parents and carers will park away from The Bence and should not drive outside the school to drop off and collect their children. Parents and carers are not permitted, to stop, wait, drop off, or pick up pupils while parked a prohibited area.

Residents' drives should not be blocked under any circumstances, even during short periods of waiting. Vehicles should be driven in a calm manner which causes least disturbance to residents.

Engines should be turned off when a vehicle is stationary and not in traffic as vehicle exhaust emissions contribute significantly to air pollution and are particularly harmful to children.

The school's staff, as far as is possible, to prioritise patrolling the drop-off zone in the morning and afternoon.

All pupils will wear a seatbelt at all times while they are dropped off and picked up (Road Traffic Act 1988). Parents and carers will ensure pupils disembark vehicles safely at the correct stop and cross roads with care.

Parents and carers are to use their discretion in severe weather and drive with extra caution as appropriate.

Pupils should not be collected late - all pupils are expected to be collected by 3.15pm. If a parent or carer is delayed in picking up their child for any reason it is the parents' responsibility to call an authorised adult to collect the pupil from school on their behalf.

Parents and carers that are going to be late picking their child up from school and cannot arrange for an authorised adult to collect the pupil from school on their behalf should inform the school as soon as possible.

### **4. 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.

Parental behaviour that the school does not tolerate includes, but is not limited to, the following:

- Sending abusive, aggressive or threatening messages, emails or other communications to any member of the school community
- Writing or posting abusive, offensive or defamatory comments about an individual or the school, including on social media
- 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
- Bullying, harassment or intimidation, including physical, verbal and sexual abuse offline and online Using foul, abusive or offensive language
- Threatening any member of the school community in any way

- Raising voices 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 and carers
- 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
- 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 carer or pupil to discuss or reprimand them because of an issue between pupils
- 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 as part of an event
- Taking photographs, videos or audio recording of governors, staff members, pupils, other parents and carers and any members of the school community without permission
- Driving unsafely within the vicinity of the school

## **5. Managing inappropriate behaviour**

If a parent or carer 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.

Parents and carers will raise concerns regarding another parent's behaviour or conduct directly with their child's class teacher or the Headteacher and will not approach the parent or carer themselves.

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

When a parent or carer has behaved inappropriately, they will 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:

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

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 or carer is being violent or has committed assault, or where the event has caused harm to an individual.

If a parent or carer 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 parent's appearance or dress, personal factors will be taken into consideration, on a case-by-case basis, when addressing the concern.

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

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

The school has the right to bar a parent or carer from the premises to keep the school community safe. If a parent or carer is displaying inappropriate or concerning behaviour, they will be asked to leave the school premises. Behaviour that could result in a parent or carer being asked to leave the premises includes threatening, 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 or carer 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 parent or carer temporarily, until the parent or carer has had the opportunity to formally present their side.
- Inform the parent or carer that they intend to bar them and invite them to present their side.

The Headteacher will send a letter to the parent or carer, 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 Co-Chairs of Governors within 15 working days.

The Headteacher's decision to bar the parent or carer will be reviewed by the Co-Chairs of Governors.

The Co-Chairs of Governors will take account of any representations made by the parent or carer and decide whether to confirm or lift the bar. The parent or carer will be notified in writing of the decision to uphold or lift the bar.

If the decision is confirmed, the parent or carer 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 parent's conduct, it may be extended.

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

## **7. Monitoring and review**

This document will be reviewed on an annual basis by the Headteacher and Governors and any changes made will be communicated to all parents and carers and staff at the school.

The next scheduled review date for this document is Summer 2024.

All parents and carers will be provided with a copy of this code of conduct, and are required to familiarise themselves with the procedures and guidelines outlined.

Attendance at our school is an agreement to adhere to the obligations under this code of conduct and comply fully with them. Parents and carers will ensure that their conduct does not breach this code in any way.