

Clapham Manor Primary School

Parent Code of Conduct



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Statement of intent

At Clapham Manor, 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 are expected to act in accordance with.

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

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.

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 2022'
- DfE (2018) 'Controlling access to school premises'

This document operates in conjunction with the following school policies:

- Complaints Procedures Policy
- Child Protection and Safeguarding Policy
- Drug and Alcohol Policy

2. Expectations

Our school expects parents 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
- To allow school staff to approach another child or parent about any issue or conflict. Parents should not seek to resolve this themselves.
- Treat all governors, staff members, pupils, other parents 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.
- Supervise their child when on school site out of normal school hours.
- 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, and ensure their dress and appearance reflects that they are role models for pupils, e.g. parents may not wear nightwear when dropping-off or collecting pupils.

Parents are required to act in accordance with all relevant school policies and procedures at all times.

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

3. Collecting pupils from school

Pupils should not be collected late - all pupils are expected to be collected at 3.30pm. If a parent 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 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. Communication with the School

At Clapham Manor Primary School, we understand the benefit that effective communication can have on pupils' educational attainment and wellbeing.

General communication

At our school we value face to face communication and ensure that class teachers are available before and after school and also that school leaders are present in the playgrounds before school every day. In addition, we also have a schedule of information evenings, workshops, coffee mornings, celebration events and parent/carer consultation days. The dates of all planned events are shared with parents in advance via the school website, letters home and flyers.

We also operate a range of other communication strategies to ensure clear, open dialogue between parents and school. Information about forthcoming events, newsletters, educational visits, the school newsletter and diary dates are sent home electronically by Arbor. Newsletters are posted onto the school website.

Contacting a member of staff

Often, when parents have specific queries, these can be dealt with by their child's teacher or the school office and they should be the first port of call as they will be able to answer most questions.

Any matters that need to be discussed in more detail may require a meeting, in which case you are invited to call in to the school office to make an appointment or telephone: 020 7622 3919 or email: admin@clapham-manor.co.uk.

Email culture

Staff can also be contacted by email but we ask that you are mindful of staff workload, as such we operate an email window between 7am and 7pm, Monday to Friday; emails should not be sent outside of these times. The school does not expect work emails to be checked by staff members during their personal time. Our school's policy is to respond to all emails, **where possible**, within **three** working days, part-time staff may take longer to reply due to the nature of their work schedule.

If your concern is urgent, please contact the **school office** by telephone or in person as above, the school office is open **Monday-Friday 8am-5pm**.

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.

Parental behaviour that the school does not tolerate includes, but is not limited to, 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, aggressive 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
- 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 or vaping 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
- Posting defamatory content about parents, pupils, the school or its employees
- Complaining about the school's values and methods on social media
- Posting content containing confidential information regarding the school or any members of its community, e.g. a complaint outcome
- Contacting school employees through social media, including requesting to 'follow' or 'friend' them, or sending them private messages
- Creating or joining private groups or chats that victimise or harass a member of staff or the school in general

- Posting images of any staff members or pupils without their prior consent

6. Managing inappropriate behaviour

If a parent is behaving inappropriately, a report will be made to the executive headteacher or the head of school, who will decide on the most appropriate course of action.

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

When a parent has behaved inappropriately, they will be invited to a meeting by the executive headteacher or head of school to discuss their behaviour and to attempt to resolve the issue. Where this initial meeting is not sufficient to resolve the issue, the executive headteacher or head of school will, in collaboration with other staff and relevant agencies, 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 to send emails to a staff member directly
- Barring the parent from the school premises
- Contacting the police
- Seeking legal redress through the courts
- 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 is being violent or has committed assault, or where the event has caused harm to an individual.

If a parent 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 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.

7. Barring from the school premises

The school has the right to bar a parent from the premises to keep the school community safe. If a parent is displaying inappropriate or concerning behaviour, they will be asked to leave the

school premises. Behaviour that could result in a parent 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 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 temporarily, until the parent has had the opportunity to formally present their side.
- Inform the parent that they intend to bar them and invite them to present their side.

The executive headteacher or head of school will send a letter to the parent, 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

Any 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 and decide whether to confirm or lift the bar. The parent will be notified in writing of the decision to uphold or lift the bar.

If the decision is confirmed, the parent 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 that remain barred may be able to apply to the Civil Courts. If a parent wishes to exercise this option, they will be advised to seek independent legal advice.

8. Monitoring and review

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