



### Parent Code of Conduct

Originator	Reviewed by	Date of Review	Approved by	Date of Approval	Next Review Date	Website
HKE	S&C	14/06/23	Board	04/07/23	July 2025	Yes

#### *“Excellence Every Day”*

#### **Our Mission**

Our mission is to make sure that all our students, regardless of their circumstances, discover their personal best and thrive academically, individually and socially.

We are relentless in driving high expectations and make no apology for ensuring high standards across the school. We will continually ensure every student achieves excellent results, with high-quality teaching and a first-class curriculum, underpinned by outstanding cultural capital experiences and exceptional pastoral care.

#### **Values**

- **Excellence**
- We strive for greatness in everything we set our minds to. We endeavour to do our very best and excel in all aspects of school life.
- **Respect**
- We treat others in our diverse, inclusive community as we wish to be treated. We acknowledge individual differences yet join together in an uncompromising respect for each other.
- **Responsibility**
- We understand that we own our actions. We work hard to understand our emotions and manage them effectively, whilst ensuring we put any mistakes right.
- **Resilience**
- When we encounter challenges, we persevere and bounce back. We see setbacks as stepping stones to success and always give 100%.
- **Ambition**
- Our ambition knows no limits. We will push ourselves to be the best version of ourselves to ensure success.



## Aims

The John of Gaunt School is dedicated to ensuring that all students achieve their potential and will work in partnership with all stakeholders to achieve these aims. The John of Gaunt School has agreed a policy to address parental/carer's behaviour that is unacceptable and has a detrimental effect on the good order and safety of The John of Gaunt School.

This policy should be read in conjunction the Parental Complaints Policy, The Child Protection and Safeguarding Policy, The Anti bullying policy, the e-safety policy

The John of Gaunt School expects all parental complaints to be taken seriously and to be dealt with comprehensively and as far as possible in confidence. The John of Gaunt School's complaints policy allows parents' complaints about The John of Gaunt School to be dealt with efficiently and sensitively, and at the appropriate level.

The purpose of this policy is to clarify our expectations for the conduct of parents, carers and any adult who a parent deems trusted to engage in attending the School in order to ensure a safe and positive environment for our students. For the purpose of this policy we will refer to parents and carers, but this includes any adult who attends The John of Gaunt School on behalf of a parent/carer.

We expect parents and carers to show respect and concern for everyone in our community by:

- Setting a good example in their own speech and behaviour towards all members of the School community;
- Working together with teachers for the benefit of all children: this includes approaching The John of Gaunt School to discuss and resolve any issues of concern in an appropriate manner, for example using the complaints policy;
- Appropriately addressing inappropriate behaviour from their own children which could otherwise lead to conflict, aggression or upset;
- Respecting the School environment and property;
- Observing the parking rules and not endangering their own children or others when delivering and collecting children from The John of Gaunt School.

## The Scope and Application of this Policy

The policy aims to ensure that the following behaviours demonstrated by parents will be dealt with by the John of Gaunt School:

- Displaying disruptive, abusive or aggressive behaviour, including using loud and/or offensive language or displaying temper either on the school site or on the telephone to school staff;
- Approaching someone else's child on the school site in order to chastise them or physically punish them;
- Wilfully damaging or destroying The John of Gaunt School property;
- Sending emails, making phone calls or posting social media messages that are abusive or threatening;
- Unwarranted and unnecessary correspondence taking up undue teaching and administrative time;
- Smoking, consuming alcohol or misusing any substance on The John of Gaunt School property or accessing the School site whilst intoxicated.
- Intimidation



- Racist, homophobic or sexist conduct
- Incitement of others to threaten or cause injury

This policy does not affect the right of parents/carers or other parties to make complaints to the John of Gaunt School.

Inappropriate conduct on The John of Gaunt School premises (including but not limited to the examples listed above) will be reported to the appropriate authorities.

If there is any concern that inappropriate behaviour is compromising the safety or well-being of any child this will be reported to our Head Teacher who may decide to seek advice and support from Social Services.

### **Potential Sanctions for Unacceptable Conduct**

Our overriding priority is providing a safe learning environment for our students and a safe working environment for our staff. It is an offence under section 547 of the Education Act 1996 for any person (including parents/carers) to cause a nuisance or disturbance on School premises. We may use a range of strategies as result of any parent who persists with unacceptable conduct. Whilst these sanctions are set out in the policy by way of a sequential process, they can be initiated at any stage if, in the judgement of the Head Teacher, the severity of the behaviour warrants such a level of intervention.

**In the first instance**, the parent who is creating a nuisance or disturbance will be asked to leave the premises or will be invited into a separate room to calm down. If there is concern relating to a parents aggressive or abusive comments whilst on the telephone the member of staff will tell the parent that the telephone call will be terminated unless the call is able to be continued in a respectful manner. If this does not happen the telephone call will be terminated.

**Verbal Warning/Mediation Meeting:** A parent who displays any of the behaviour as described above will be asked politely to desist and offered the opportunity to discuss the matter in person prior to formal action being taken.

**Formal Written Warnings:** A formal written letter will be sent to the parent where they continue to act unacceptably. This is signed by the Head Teacher / Chair of Governors and circulated to relevant internal parties to ensure that an informed and consistent approach can be adopted. This letter is kept on the file of any student at the school for a period of twelve months. Should a further incident occur a further formal written warning should be issued.

**Legal Sanctions:** If a parent breaches the expected standard of behaviour as set out in the Parental Code of Conduct despite formal written warnings, then the John of Gaunt School may consider the following the following sanctions – these will only be used in extreme circumstances if a parent continues to exhibit conduct in breach of this policy.

**An injunction under the Protection from Harassment Act:** The John of Gaunt School may seek an injunction requiring them to desist from behaving in the manner in question. The John of Gaunt School will seek an injunction against the parent's conduct under the Protection from Harassment Act 1997.



**Anti-Social Behaviour Order (ASBO):** The John of Gaunt School may seek an ASBO. The Court will have the ability to grant an ASBO that would prohibit the parent from pursuing a certain course of action. The police may be called to assist the School in removing a parent but local authorities and governing bodies may also authorise the removal of a person if they have reasonable cause to believe that the person is causing a nuisance or disturbance.

The John of Gaunt School expects its staff to behave professionally in these situations and attempt to diffuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all staff have the right to work without fear of violence and abuse and the right in extreme cases, of appropriate self-defence.

The Head Teacher and Governors have the right to ban an offending adult from entering The John of Gaunt School's grounds in order to safeguard our school community. Each situation will be considered individually and leaders will seek to ensure that the visitor involved has the opportunity to present their side of events.

A ban can be for a limited period and reviewed or it can be permanent. This is a decision taken at the Head teacher's discretion and is based on the details of an incident being drawn together to inform as fair a decision as possible. Wherever possible, a warning will be given to a parent/carer who might be demonstrating inappropriate behaviour. If a ban is issued this would typically be for a time limited period and then subject to review. However, if aggression or intimidation continue, or where there have been serious acts of aggression, a parent, carer or other adult may be banned permanently by the Head teacher.

The following steps will be taken when a site ban has been decided upon:

1. The adult will be warned, in writing, that s/he is banned from the premises, subject to review by a specified date. The suggested duration of a site ban is one half term.
2. S/he will be advised that s/he has a right to appeal the ban by writing to the Chair of Governors within 10 school days setting out the reason(s) for appeal.
3. Where an assault has led to a ban, a statement indicating that the matter has been reported to the police will be included.
4. Where appropriate, arrangements for pupils being delivered to and collected from the School gate will be clarified.
5. The Chair of Governors will be informed of the ban.
6. The School will keep a log of relevant incidents as evidence.
7. The ban will be reviewed at the end of the relevant period and may be extended if The John of Gaunt School has grounds for continued concern regarding the relevant adult's conduct.
8. The relevant adult will be informed of the outcome of the review and advised whether the site ban is to be lifted or extended. There will be a right of appeal against a decision to extend the site ban, which can be exercised by writing to the Chair of Governors within 10 school days setting out the reason(s) for appeal.



## Appendix 1

### Social Media: Think before you post

We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents or students.

We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, student or member of staff. If parents/carers have any concerns about their child in relation to the school, the procedure is as follows:

1. Initially contact the appropriate member of staff to discuss the concerns
2. If the concern remains they should contact the Head Teacher
3. If still unresolved, follow the school complaints procedure. They should not use social media as a medium to air any concerns or grievances.

Online activity that we consider inappropriate:

- Identifying or posting images/videos of students
- Abusive or personal comments about staff, students or other parents
- Posting defamatory or libellous comments
- Emails circulated or sent directly with abusive or personal comments about staff or students
- Using social media to publicly challenge school policies or discuss issues about individual students
- Threatening behaviour, such as verbally intimidating staff, or using bad language
- Breaching school security procedures

At our school, we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above.



## Appendix 2: Model letters

### Letter 1

Dear parent

I have received a report about your conduct on (enter date and time).

[Add summary of the incident and of its effect on staff, students, other parents.]

We believe staff, parents and children are entitled to a safe and protective environment in which to work. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the school.

I must inform you that The John of Gaunt School will not tolerate aggressive or abusive conduct on its premises or towards staff through telephone calls or aggressive or abusive emails

I am therefore informing you that should the school staff have any further concerns about your behaviour formal procedures will be followed.

Yours sincerely

Head Teacher

### Letter 2

Dear parent

I have received a report about your conduct on (enter date and time).

[Add summary of the incident and of its effect on staff, students, other parents.] We believe staff, parents and children are entitled to a safe and protective environment in which to work.

Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the school.

I must inform you that The John of Gaunt School will not tolerate aggressive or abusive conduct on its premises or towards staff through telephone calls or aggressive or abusive emails.

The Head Teacher has already contacted you on \_\_\_\_\_. On the advice of the Head Teacher I am therefore informing you that should the school staff have any further concerns about your behaviour you will be asked not to enter the premises and you could 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

Yours sincerely

Chair of Governors



### Letter 3

Dear [parent]

I have received a report from the Head Teacher about your conduct on (enter date and time).

[Add summary of the incident and of its effect on staff, students, other parents.]

I must inform you that the John of Gaunt School will not tolerate aggressive or abusive conduct on its premises or towards staff through telephone calls or aggressive or abusive emails

On the advice of the Head teacher, I am therefore instructing that (for a temporary period) you are not to reappear on the premises of the School. If you do not comply with this instruction I shall arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

The withdrawal of permission for you to enter the school premises takes effect straightaway. However, 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 from the Head teacher. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct.

To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by (state date ten working days from the 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 the circumstances of your case.

Yours sincerely

Chair of Governors

