

Parent and Visitor Code of Conduct

This policy is effective for all academies within The Mead Educational Trust, the Teaching School, the SCITT and all other activities under the control of the Trust and reporting to the Trust Board.

Version:	6.0
Ratified by:	Executive Team
Date ratified:	8 th September 2026
Next review:	This policy does not have a fixed review date. It is assessed annually to ensure it remains accurate and up to date. In addition, it is reviewed as needed in response to changes in law, guidance or organisational practice. The version above reflects the most recent assurance check.

Revision History:

Version	Date	Author/Editor	Summary of Changes:
6.0	May 2026	G Aldred	Updated in reference to national guidance; DfE behaviour guidance. Added reference to covert recordings. Added one page summary for parents/carers
5.0	April 2025	G Aldred	Reformatting and streamlining of content; particularly section 4: Behaviour and conduct that is not tolerated
Previous versions are available on demand.			

1. Introduction

This document outlines the standards of conduct expected from parents, carers, and visitors to support positive relationships and ensure the safety and wellbeing of pupils and staff.

TMET is committed to safeguarding the wellbeing of pupils, staff and visitors. Abusive, threatening or intimidating behaviour toward staff will be treated seriously.

The TMET Complaints Procedure sets out how concerns and complaints can be raised.

2. Scope

This Code applies to parents, carers, and visitors across TMET schools, the Teaching School Hub, SCITT, and TMET offices. It ensures that all interactions with staff are respectful and appropriate, both in person and online.

3. Expected behaviour and conduct

To maintain a peaceful and safe environment, TMET expects parents, carers, and visitors to:

- Respect the values and ethos of our school/Trust;
- Work collaboratively with school staff for the benefit of their children.
- Treat all staff with respect, setting a good example through their own speech and behaviour.
- Address concerns calmly and respectfully through appropriate channels.
- Support their children in following school expectations, particularly on school premises, to prevent conflict, aggression or unsafe situations.

4. Behaviour that will not be tolerated

TMET will not tolerate the following behaviour from parents, carers or visitors.

Verbal and Physical Misconduct

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the school/Trust grounds, including sports pitches.
- Use of loud, offensive or profane language or tone; including swearing, or displaying aggressive temper.
- Threats to a member of staff, academy councillor, trustee, visitor, fellow parent/carers or pupil/student regardless of whether the behaviour constitutes a criminal offence.
- Use of disrespectful language or behaviour toward school staff, academy councillors, or trustees.

Social Media and Online Misconduct

- Posting abusive, threatening, malicious or inappropriate comments about the school, Trust, staff, pupils, or other parents.
- Engaging in cyberbullying, online harassment or intimidation directed at any school or Trust member.

- Parents, carers and visitors must not record meetings, conversations or interactions with staff without the knowledge and agreement of the staff present. Any recording or sharing of meetings must comply with data protection, confidentiality and safeguarding expectations.
- Failing to remove inappropriate content upon request; repeated violations may result in formal action; including the issuing of warning letters, communication restrictions, temporary bans, permanent barring, or police involvement.
- Publishing or sharing defamatory, offensive or derogatory comments about the school, Trust, staff, pupils or other parents – whether online or via messaging platforms (e.g. email, text, Bromcom, Dojo). Where a pupil/student has published or shared comments online, it is the responsibility of the parents or legal guardians to ensure this content is removed.

School Premises and Safety Violations

- Approaching other children to discuss or reprimand them—such actions may be deemed threatening and could have legal consequences.
- Smoking, consuming alcohol or using drugs on school/Trust property.
- Engaging in physical aggression or using physical punishment toward their own child while on school premises.
- Damaging or destroying school/Trust property.
- Littering on school premises.

5. Use of Mobile Phones and Devices

- Parents, carers and visitors may only take photographs or recordings at Trust or school events where permitted to do so by school staff.
- Photography or recordings at school events are only permitted when authorised by school staff. These should be for personal use only and must not include or be shared with images of other children on social media (e.g. Whatsapp, Facebook, TikTok). Where the school are made aware of breaches to this policy, parents/carers or visitors will be asked to remove posts immediately, failure to do so may result in formal action and removal of privileges to attend future events.
- Mobile phones must not be used during lessons or when working with pupils. This includes making or receiving calls or sending messages.
- Parents, carers and visitors must not record conversations, meetings or interactions with staff without the knowledge and agreement of the staff present.

6. Dealing with incidents

An overview of the approaches to dealing with breaches of this code of conduct can be found in Appendix A.

All incidents of threatening behaviour, abuse, violence or any other breach of this code of conduct will be recorded on the incident report form located in Appendix B.

If a parent, carer or visitor breaches the Code, they will, in the first instance, be politely asked to stop and invited to discuss the matter in person. If it is not appropriate to speak immediately, a suitable time will be arranged.

We recognise that some behaviour may be emotionally driven. While this may help us understand what happened, it does not excuse actions that breach this Code.

Where appropriate, the Trust will consider whether disability, medical needs or other protected characteristics under the Equality Act 2010 are relevant when determining a proportionate response.

Normally parents and carers are allowed to communicate directly with members of staff, but this may be restricted if there are problems with such communication. This may include excessive, repetitive or unreasonable contact, or vexatious complaints that places a disproportionate burden on staff. In such cases, communication may be restricted to a nominated person in the school/Trust.

Where parents, carers or visitors continue to act unacceptably, school principals may feel it necessary to issue a warning letter to the individual stating that, should the behaviour persist, it may lead to a ban from the school grounds. A model letter can be found in Appendix C.

If necessary, and as a last resort, the school may bar parents, carers and visitors from the school premises. In such cases, the principal will write to the individual stating that a ban has been put in place, state the length of the ban, with a review date and will provide the parent, carer or visitor with an opportunity to make representations before finalising the bar. The principal must inform the Trust office when such a decision has been made.

Schools have the right to prohibit access to the site under common law and under Section 547 of the Education Act 1996 where behaviour is abusive, threatening or disruptive.

7. Related Documents

Department for Education

- “Controlling access to school premises” (DfE)
- “Behaviour in Schools” guidance
- “Keeping Children Safe in Education” (culture of safeguarding/staff conduct)

Health and Safety

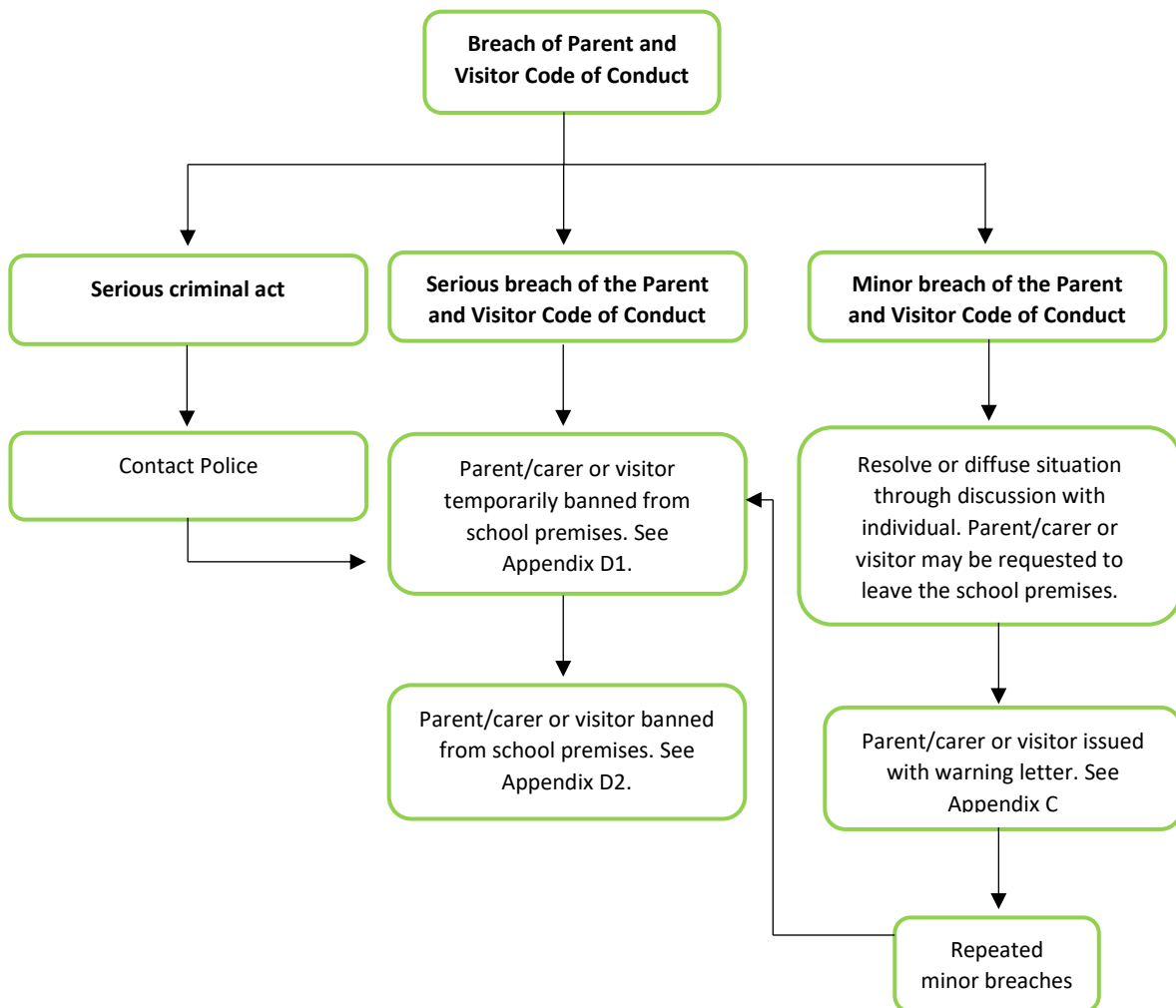
- Health and Safety at Work etc. Act 1974
- HSE guidance on work-related violence

Legislation

- Education Act 1996 s547
- Equality Act 2010
- Protection from Harassment Act 1997

Appendix A:

Approach to dealing with breaches of the Parent and Visitor Code of Conduct



Appendix E: TMET Parent and Visitor Code of Conduct

Working Together Respectfully

At TMET, we value positive relationships between families, visitors and school staff. Working together respectfully helps us provide a safe, calm and supportive environment where all children can thrive.

We ask all parents, carers and visitors to:

- Treat staff, pupils and other families with courtesy and respect.
 - Raise concerns calmly and through the appropriate school channels.
 - Support school rules, values and expectations.
 - Help maintain a safe and welcoming environment on school premises and online.
 - Set a positive example through language and behaviour.
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Behaviour We Do Not Accept

To protect the wellbeing and safety of our school communities, the following behaviour is not acceptable:

Unacceptable Conduct

- Shouting, swearing or aggressive behaviour.
- Threatening, intimidating or abusive language or actions.
- Disruptive behaviour on school premises.
- Physical aggression or damage to property.
- Smoking, alcohol or drug use on site.

Online and Social Media Misuse

- Posting abusive or inappropriate comments about staff, pupils, parents or the school.
- Online harassment, intimidation or cyberbullying.
- Sharing recordings, photographs or videos without permission.
- Misuse of messaging platforms or social media groups.
- Taking or sharing recordings, photographs or videos without school permission, or recording staff without their knowledge and agreement.

Around Children and School Premises

- Approaching or reprimanding other people's children.

- Taking photographs or recordings without school permission.
 - Using mobile phones inappropriately while working with or around pupils.
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If Problems Arise

We understand that concerns can sometimes be emotional or stressful. School leaders will always aim to resolve issues calmly, fairly and respectfully.

Where behaviour breaches this Code, schools may:

- Speak to the individual about their behaviour;
- Issue a formal warning;
- Restrict communication arrangements;
- Temporarily restrict access to school premises;
- In serious cases, ban individuals from the site or involve the police.

Any action taken will be proportionate and in line with national guidance and relevant legislation.

Working Together

We are committed to:

- safeguarding pupils, staff and visitors;
- listening to concerns appropriately;
- treating everyone fairly and respectfully.

By working together positively, we can create the best possible environment for all children and young people across TMET schools.

For further information, please refer to the full TMET Parent and Visitor Code of Conduct and the TMET Complaints Procedure.