

## Parent and Visitor Code of Conduct

This policy is effective for all schools 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.

<b>Version:</b>	5.0
<b>Ratified by:</b>	Executive Team
<b>Date ratified:</b>	13 <sup>th</sup> May 2025
<b>Next review:</b>	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:
5.0	April 2025	G Aldred	Reformatting and streamlining of content; particularly section 4: Behaviour and conduct that is not tolerated
4.0	May 2023	G Aldred / C Brown	Throughout policy - change of 'academy' to 'school' and 'governors' to 'academy councillors and trustees'. Section 1 – addition of reference to Complaints Procedure. Section 7 – addition of possibility of restriction on communications.
Earlier version history is available on request.			

## **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.

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.
- Any form of sexual harassment—defined as unwanted conduct of a sexual nature that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating, or offensive environment—will not be tolerated. This includes, but is not limited to, inappropriate comments, gestures, or physical contact. Such behaviour may result in immediate removal from the premises and further action in accordance with the school's safeguarding policies.

### **Social Media and Online Misconduct**

- Posting defamatory, offensive or derogatory comments about the school, Trust, staff, pupils, or other parents.
- Engaging in cyberbullying, online harassment or intimidation directed at any school or Trust member.
- Recording or sharing conversations with school staff without explicit consent.
- Failing to remove inappropriate content upon request; repeated violations may result in formal action
- 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.

## **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.

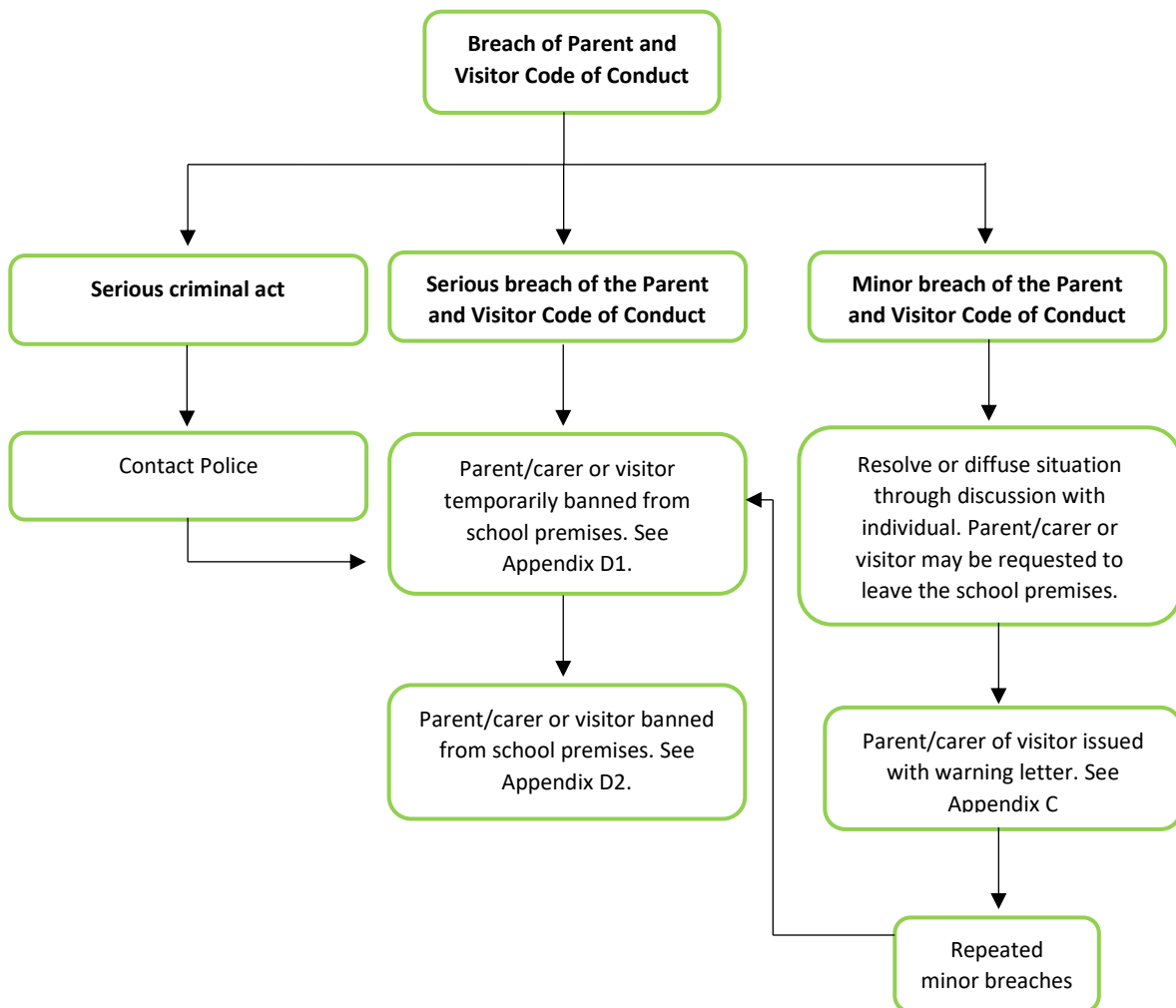
Normally parents and carers are allowed to communicate directly with members of staff but this may be restricted if there are problems with such communication, e.g. an excessive number of emails, rudeness in communications. In such cases, communication may be restricted to a nominated person in the school/Trust.

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.

## Appendix A:

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



## Appendix B:

### Parent and Visitor Code of Conduct

#### Incident Report Form

School:			
Date of incident:		Time of incident:	
<b>Details of person reporting incident</b>			
Name:		Position:	
<b>Details of person assaulted/verbally abused (if appropriate)</b>			
Name:		Position (if member of staff)	
Department/Class:			
<b>Details of perpetrator(s) (if known)</b>			
Name:		Context in which known (parent, contractor, etc.)	
<b>Details of incident:</b>			
Type of incident:	<i>(e.g. verbal assault, physical assault, nuisance)</i>		
Location of incident:			
Details of incident:	<i>(describe incident, including, where relevant, events leading up to it; relevant details of trespasser/assailant not given above; if a weapon was involved, who else was present)</i>		
Witnesses:	<i>(name, relation to incident (e.g. parent/student/staff member) and contact details)</i>		
Outcome:	<i>(e.g. whether police called; whether trespasser was removed from premises under section 547; whether parents contacted; what happened after the incident; any legal action)</i>		
Other relevant information:	<i>(e.g. possible contributory factors, has the parent, carer or visitor been involved in any previous incidents?)</i>		
Signed:			
Date:			

This form should be retained by the school office.