

Achieving Success Together



# Mill Green School

## PARENT, CARER AND VISITOR CODE OF CONDUCT

<b>Policy Status:</b>	<b>NON-STATUTORY</b>
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<b>Issue Date:</b>	<b>January 2025</b>
<b>Review Date:</b>	<b>January 2027</b>

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## Purpose and Scope

Mill Green School is very fortunate to have a supportive and friendly community. Our parents and carers recognise that educating young people is a process that involves partnership between families and the school. We welcome and encourage parents and carers to participate fully in the life of our school and we will act to ensure it remains a safe place to learn and work.

The continued success of our school community is based on a commitment to ensuring the best possible outcomes for all young people who attend our school. We recognise the importance of working in partnership with parents and carers in order to achieve this and as a school, we endeavour to foster positive relationships which are based on trust and mutual respect.

The vast majority of the parents and carers are keen to work with us and are supportive of the school's work. If a parent or carer has concerns we will always listen and seek to address them.

We expect all members of our school community to behave in a reasonable way but sadly, there are occasions when behaviour by parents, carers and visitors to the school is considered unacceptable. This policy outlines the steps that will be taken in those circumstances.

## Code of Conduct

At Mill Green School we are committed to:

- Listening to parents and carers carefully and respectfully, including allocating an appropriate length of time for pre-arranged meetings
- Responding appropriately to concerns raised
- Outlining any actions that may be required

- Updating parents and carers on the progress and outcomes of any concerns raised
- Listening and responding to updates from parents and carers.

In addition to following the guidance set out in our annual School Information Pack, we expect parents and carers to:

- Understand that teachers, support staff and parents/carers need to work together for the benefit of the young people at Mill Green School.
- Communicate their concern respectfully and accurately
- Listen to and consider the responses from the school
- Demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour.
- Work in partnership with the school in order to reach a resolution, including supporting in the implementation of policies relation to behaviour and expectations within the school.
- Allow time for the school to respond to concerns raised
- Acknowledge past support and intervention made by the school.

### Home-School Agreement

At the beginning of each academic year parents and carers are asked to read through the School Information Pack and sign the Home School Agreement / Consents form which sets out expectations of conduct for pupils, parents and carers and staff at the school. Parents and carers are asked to abide by this agreement at all times.

### Drive Through and Parking Expectations

To support the safeguarding of all our children on the school premises parents, carers and visitors must treat staff on duty on the drive through with courtesy and adhere to the following:

- Observe the speed limit of 5mph
- Drive safely and be observant
- Park in designated bays only, including appropriate use of the marked disabled bays e.g. holders of a Blue Badge.
- Do not stop or drop off children in any areas marked with double yellow lines

### Types of Unacceptable Behaviour

In order to support a peaceful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following:

- Disruptive behaviour or disorderly conduct which interferes or threatens to interfere with the operation of a classroom, office or any other area of the school grounds.
- Using loud/or offensive language, shouting, swearing, cursing, using profane language, attempting to physically intimidate, use of aggressive hand gestures or displaying temper.
- Threatening to harm a member of school staff, visitor, fellow parent/carer or student regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying school property.
- Sending abusive or threatening e-mails or text/voicemail/phone messages or other written communications.

- Making false/fabricated allegations towards school staff or young people who attend the school.
- Making inappropriate comments towards school staff or young people who attend the school.
- Defamation of the school or staff character on the internet / websites or social network sites/apps.
- The use of physical aggression towards another adult or young person. This includes physical punishment against your own child on school premises.
- Approaching someone else's child in order to discuss or chastise them because of their actions towards your own children.
- Smoking and consumption of alcohol or illegal drugs on school premise.

### Inappropriate use of Social Media

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/students. The governing body considers the use of social media websites or apps being used in this way as unacceptable and not in the best interests of the students or the whole school community.

Any concerns you may have must be made through the appropriate channels by speaking to the appropriate member of staff, so they can be dealt with fairly, appropriately and effectively for all concerned.

#### **'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 children.

### Procedure to be followed if an incident occurs

If a parent/carer behaves in an unacceptable way towards a member of the school community, the Headteacher, or appropriate senior member of staff will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedures should be followed.

Where all procedures have been exhausted, unacceptable behavior, including aggression or intimidation continue, or where there is an extreme act of violence, a parent or carer may be banned by the Headteacher from the school premises for a period of time, subject to review.

#### **In imposing a ban, the following steps will be taken:**

1. The parent/carer will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached, eg. that police involvement, or an injunction application may follow.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the local authority and the police will be included.
3. The Chair of Governors/LA will be informed of the ban.
4. Where appropriate, arrangements for students being delivered to, and collected from the school gate will be clarified.

**NB:** All parent/carers, even if excluded from school premises, are not excluded from the rights to access to school and have a right to seek an appointment to speak to school staff about their child's educational progress.

## Monitoring Arrangements

This policy will be reviewed bi-annually by the Headteacher or Deputy Headteacher

Signed.....Date.....  
(Headteacher)

Signed.....Date.....  
(Chair of Governors)

## Incident Report Form

Relevant incidents include trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to property.

Where possible, the form should be completed before any discussion between witnesses is possible, as this might lead to allegations of collusion.

This form should be completed as fully as possible please, using a continuation sheet, if necessary. For any incident involving or witnessed by a pupil or parent/carer/visitor, a member of staff should complete the form on their behalf.

The completed form should be passed to the head teacher, for appropriate action and recording.

Date of incident :

Time of incident:

Name of person reporting incident :

Date incident reported:

Member of staff recording incident

Date incident recorded:

Name(s) of person(s) causing incident Status(es) (parents/carers/visitors/trespassers)

Full description of incident (e.g. names of persons involved; location; nature of any injuries; attendance of emergency services)

Names of any witnesses:

Statuses:

Initial action/outcome (e.g. Informal conciliation; police intervention; warning or banning letter issued)

Summary of subsequent actions taken by the school, including risk assessments Linked incidents

(if any)

## Appendix 2: Conduct Warning Letter to Parent/Carer with chil/ren at the school

### Recorded delivery

Dear .....

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

(Add factual summary of the incident and of its effect on staff, pupils, other parents.)

I must inform you that the governing body will not tolerate conduct of this nature on its premises and will act to protect its staff and students.

Therefore if, in the future, I receive any reports of conduct of this nature I will be forced to consider removing your licence to enter the school grounds and buildings. If you do not comply with that instruction I will be able to 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.

Nevertheless, 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 about your conduct. 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).

Yours sincerely,

Headteacher

Cc: Chair of Governors

## Appendix 3: Banning Letter to Parent/Carer with chil/ren at the school

### Recorded delivery

Dear .....

I have received a report from the headteacher at Mill Green School about your conduct on (enter date and time).

(Add factual summary of the incident and of its effect on staff, pupils, other parents.)

I must inform you that the governing body will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils. On the advice of the headteacher I am therefore instructing that until (add date) you are not to reappear on the premises of the school. If you do not comply with this instruction I may 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.

The withdrawal of permission for you to enter the school premises takes effect straightaway. However, I still need to decide whether it is appropriate to confirm this decision. Before I do so, 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 headteacher. 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, or extended, you will be supplied with details of how to pursue a review of the circumstances of your case. In any event, the decision to withdraw your licence to enter the school premises will be reviewed by ..... (complete as appropriate). That review will take account of any representations that you may have made and of your subsequent conduct.

Yours sincerely,

Chair of governing body

## Appendix 4: Banning Letter (to member of the Public)

### Recorded delivery

Dear .....

I have received a report from the headteacher at Mill Green School about your conduct on (enter date and time).

(Add factual summary of the incident and of its effect on staff, pupils, other parents.)

I must inform you that the governing body (delete as appropriate) will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils. On the advice of the headteacher I am therefore instructing that you are not to reappear on the premises of the school.

If you do not comply with this instruction I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted, you are liable to a fine.

Yours sincerely,

Chair of governing body

## Appendix 5: Update letter confirming ban to parent/carer with child/ren at school

### Recorded delivery

Dear .....

On (insert date) I wrote to you informing you that on the advice of the headteacher, I had withdrawn permission for you to come onto the premises of Mill Green School until (insert date).

To enable the governing body to determine whether to confirm this decision, or to impose it for a longer period, I gave you the opportunity to give your written comments on the incident concerned by (insert date).

I have not received a written response from you / I have now received a letter from you dated (insert the date), the contents of which I have noted. (delete either sentence as appropriate).

In the circumstances, and after further consideration of the headteacher's report, I have determined that the decision to withdraw permission for you to come onto school premises should be confirmed/extended. (delete as appropriate) I am therefore instructing that until (insert date) you are not to come onto the premises of the school without the prior knowledge and approval of the headteacher. If you do not comply with this instruction I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted, you are liable to a fine.

Notwithstanding this decision the headteacher and staff at Mill Green School remain committed to the education of your child/children (delete as appropriate), who must continue to attend school as normal.

The governing body will take steps to review the continuance of this decision by (insert date). When deciding whether it is necessary to extend the withdrawal of permission to come onto the school's premises, the governing body will consider the extent of your compliance with the decision, any appropriate expressions of regret and assurances of future good conduct received from yourself and any evidence of your co-operation with the school in other respects.

**(Include where the incident has arisen within the context of a parental complaint against the school:)**

Finally I would advise you that I have asked the headteacher to ensure that your complaint (give brief details) is considered under the appropriate school procedure. You will be contacted about this by the school in due course. If you wish to pursue the matter further, you have a right to a review of the circumstances of this case by the school's governing body.

Yours sincerely,

Chair of governing body

## Appendix 6: Update letter withdrawing ban to parent/carer with child/ren at school

### Recorded delivery

Dear .....

On (insert date) I wrote to you informing you that, on the advice of the headteacher, I had temporarily withdrawn permission for you to come onto the premises of Mill Green School. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to let me have your written comments on this incident by (insert date).

I have not received a written response from you / I have now received a letter from you dated (insert date), the contents of which I have noted. (delete either sentence as appropriate)

In the circumstances, and after consulting with the headteacher, I have decided that it is not necessary to confirm the decision, and I am therefore restoring to you the permission to come onto the school premises, with immediate effect.

Nevertheless I remain very concerned at the incident which occurred on (insert date), and I must warn you that if there is any repetition of your behaviour on that occasion, I shall not hesitate to withdraw permission for you to come onto the premises.

Yours sincerely,

Chair of governing body

**Recorded delivery**

Dear .....

I wrote to you on (insert date) withdrawing permission for you to come onto the premises of Mill Green School until (insert date). In that letter I also advised you that I would take steps to review this decision by (insert date).

I have now completed the review. However, after consultation with the headteacher, I have determined that it is not yet appropriate for me to withdraw my decision. (Give a brief summary of reasons)

I therefore advise that the instruction that you are not to come onto the premises of (insert name) school without the prior knowledge and approval of the headteacher remains in place until (insert date).

I shall undertake a further review of this decision on (insert date)

If you are dissatisfied with this decision, you have a right to request a review of the decision by the governing body.

Yours sincerely,

Chair of governing body

## Appendix 8: Letter following formal review of banning letter: ending ban

### Recorded delivery

Dear .....

I wrote to you on (insert date) informing you that I had withdrawn permission for you to come onto the premises of (insert name) School until (insert date). In that letter I also advised you that I would take steps to review this decision by (insert date).

I have now completed the review. After consultation with the headteacher, I have decided that it is now appropriate to change that decision and I am therefore restoring to you the permission to come onto the school premises, with immediate effect.

I trust that you can now be relied upon to act in full co-operation with the school and that there will be no further difficulties of the kind which made it necessary for me to prevent you entering the premises.

I should point out that if there is any repetition of your behaviour, I shall not hesitate to withdraw permission for you to come onto the premises once more.

Yours sincerely,

Chair of governing body

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