



Parent and Visitors Code of Conduct

Written By	SLT	
Frequency of Review	3 years	
Date reviewed and approved by Governing Body	Spring 2025	
Date of next review	Spring 2028	
Display on Website	Yes	
Purpose	At Burlington Junior School, we believe it is important to: <ul style="list-style-type: none">• Work in partnership with parents to support their child's learning• Create a safe, respectful and inclusive environment for pupils, staff and parents• Model appropriate behaviour for our pupils at all times	
Consultation	Governors	✓
	Parents	✓
	Pupils	x
	Staff	✓
Links to other Policies	Safeguarding Equality	

1. Purpose and scope

At Burlington Junior School, we believe it is important to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, staff and parents
- Model appropriate behaviour for our pupils at all times

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and pupils (through our behaviour policy).

This code of conduct aims to help the school work together with parents and visitors by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

2. Our expectations of parents, carers and visitors

We recognise that strong relationships between school and families are key to a thriving school community. To support this, we aim to approach all concerns or disagreements calmly and constructively, using respectful language and focusing on shared solutions. For example, if a disagreement arises, we will listen to understand, seek clarification before responding, and aim to resolve matters collaboratively rather than punitively.

We would appreciate that parents, carers and other visitors to the school:

- Respect our ethos, vision and values
- Respect and adhere to the school site safety rules including:
 - Only take photos or make recordings at school events such as Christmas Performances for their own personal use, acknowledging that these must not be shared on social media
 - Only use scooters and bicycles once they have left the school site
 - Dispose of litter using the bins provided
 - Ensure their children do not climb on school playground equipment before and after school
 - Smoke, vape or drink alcohol (unless at a specific school social event) only once they have left the school site
 - Only bring animals onto the school site in exceptional circumstances and with explicit permission eg. in the case of a guide dog
 - Only use mobile phones once they have left the school site, especially at drop off and pick up times.
- **We are a phone free school**
- Work together with staff in the best interests of our pupils
- Treat all members of the school community with respect – setting a good example with language and behaviour
- Seek a peaceful solution to all issues - remaining calm and using a non-accusatory approach with a focus on collaborative resolution
- Encourage positive behaviour in line with our school [behaviour policy](#) particularly in public, especially where it could lead to conflict, aggression or unsafe conduct
- Approach the relevant member of school staff to help resolve any issues of concern

3. Unacceptable behaviour

We wish to build a shared framework for respectful relationships between the school and parents, carers and visitors. However, there are some extreme behaviours that are not acceptable under any circumstances. These are:

- Swearing, or using offensive language
- Displaying aggression, anger, shouting at or using a raised voice at members of staff, pupils or other parents on the school premises
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email or social media.
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms.
- Use of physical punishment against any child including your own.
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention.
- Possessing or taking drugs (including legal highs).

4. Breaching the code of conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident. Through this conversation, in the first instance, we would try to resolve the situation through the use of non-escalation, respectful language and unconditional positive regard. Our aim is always to resolve issues collaboratively if at all possible.

Depending on the nature of the incident, and if deemed necessary after trying to work towards a calm resolution, the school may then:

- Send a letter to the parent within 3 days
- Invite the parent in to school to meet with a senior member of staff or the headteacher within 3 days
- If invited to school for a meeting, please ask if you require a translator
- Where there is disagreement between families that has caused concern (either voiced by the school or the family) a risk assessment will be drawn up and the families in dispute will be asked to meet with senior leaders. The school will then use the risk assessment to help mitigate any future issues that may arise, especially during occasions such as PTA events and assemblies.
- Any behaviour that is threatening or intimidating from a member of the school community towards a family or individuals, or school staff, will be viewed alongside our Safeguarding policy, and if applicable, our Complaints Policy.
- Where there is disagreement between families that has caused concern (either voiced by the school or the family) a risk assessment will be drawn up and the families in dispute will be asked to meet with senior leaders. The school will then use the risk assessment to help mitigate any future issues that may arise, especially during occasions such as PTA events and assemblies.
- Any behaviour that is threatening or intimidating from a member of the school community towards a family or individuals, or school staff, will be viewed alongside our Safeguarding policy, and if applicable, our Complaints Policy.

- Contact the appropriate authorities immediately in cases of criminal behaviour
- Seek advice from the local authority’s legal team regarding further action (in cases of conduct that may be libellous or slanderous) within 3 days
- Ban the parent from the school site for a fixed period of time if all other measures are unsuccessful

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the headteacher.

The headteacher will inform the governors if a decision is made to ban a parent from the school site.

Safeguarding – Serious breaches of the code of conduct may be treated as a safeguarding matter in line with the current version of Keeping Children Safe in Education.

In regard to defamatory, offensive and derogatory comments on social media, the school may request removal of harmful content, or may report posts to the LA or police if appropriate. The school does not monitor social media and will not engage in online disputes with parents. Concerns should be raised through the school complaint’s procedure.

Summary

Come and talk to us

Let’s work together calmly to find a solution

We want to work in partnership with you to support your child

Equality Statement

We have carefully considered and analysed the impact of this policy on equality and the possible implications for our stakeholders with protected characteristics, as part of our commitment to meet the Public Sector Equality Duty (PSED) requirement to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations in our community. We will also ensure that communication about this policy, or about any concerns raised under it, is accessible to all parents and carers, including those who do not confidently speak English, by providing clear, supportive communication and translation where needed.