Wolsey House Primary School

Parent, Carer and Visitor Code of Conduct Policy

Policy date: October 2026

Policy review date: October 2027

Together we grow, achieve and thrive.

Introduction

We are fortunate to have a supportive and friendly parent and carer community. We recognise that educating children involves a partnership between families, school staff, governors and the wider school community.

Positive relationships, open communication and mutual respect help us to provide children with a safe, happy and successful education. We welcome and encourage parents and carers to participate fully in school life and to raise questions or concerns with us.

1. Purpose and scope

The purpose of this policy is to set out the conduct expected from parents, carers and visitors so that Wolsey House Primary School remains a safe, respectful and inclusive environment.

This policy applies:

- on the school premises;
- at school events, educational visits, sports fixtures and activities;
- when communicating with the school in person, by telephone, in writing or electronically;
- when using social media in circumstances connected with the school; and
- to any person authorised by a parent or carer to collect or accompany a child.

Parents and carers should make anyone who collects or accompanies their child aware of these expectations.

This policy does not prevent parents and carers from raising concerns, making complaints, expressing disagreement or requesting information. Concerns and complaints will be considered under the school's Complaints Policy or, where applicable, its Persistent and Vexatious Complaints Policy.

2. Equality, accessibility and reasonable adjustments

The school will apply this policy fairly, consistently and without unlawful discrimination.

The school will make reasonable adjustments for disabled parents, carers and visitors where required. Depending on individual needs, this may include:

- providing information in an accessible format;
- agreeing an alternative method of communication;
- allowing additional time to understand or respond to information;
- arranging an accessible meeting location;
- permitting an advocate, interpreter or other agreed support;
- making appropriate arrangements for an assistance dog; or
- adapting a meeting or access arrangement where it is reasonable to do so.

Parents and carers are encouraged to tell the school about any communication or accessibility support they require. Requests will be considered sensitively and individually.

3. Expected conduct

We expect parents, carers and visitors to:

- respect the caring ethos and values of the school;
- treat pupils, staff, governors, other families and visitors with dignity and respect;

- communicate calmly, politely and without intimidation;
- recognise that staff and families share responsibility for supporting children's education and wellbeing;
- raise questions or concerns directly with the school through the appropriate channels;
- allow the school an appropriate opportunity to establish the facts and respond;
- respect the confidentiality and privacy of other children, families and employees;
- work with the school to support their child's conduct and safety;
- follow reasonable instructions relating to safeguarding, security, site access and health and safety;
- keep appointments or give reasonable notice when unable to attend;
- behave appropriately at school events, sports fixtures and activities; and
- raise formal complaints in accordance with the school's Complaints Policy.

Parents and carers may disagree with the school and may express their views reasonably. Disagreement, criticism or making a complaint will not in itself be treated as unacceptable conduct.

4. Unacceptable conduct

The school will not accept behaviour that compromises safety, dignity, wellbeing or the effective operation of the school. This includes:

- violence or physical aggression;
- threatening, intimidating, coercive or abusive behaviour;
- threatening physical harm to a pupil, employee, governor, visitor or another parent or carer;
- shouting, swearing, offensive language or aggressive displays of temper;
- discriminatory, prejudiced, harassing or sexually harassing conduct;
- bullying, stalking or sustained personal targeting;
- disruptive behaviour that interferes with teaching, school activities, meetings, offices or the safe operation of the site;
- refusing to leave the premises when reasonably asked to do so;
- damaging or destroying school property or another person's property;
- possessing a weapon or another item intended to cause harm;
- abusive, threatening or harassing telephone calls, emails, messages or other communications;
- recording a private conversation or meeting without the knowledge and agreement of those involved, unless there is a lawful and justified reason;
- publishing confidential, personal or safeguarding information;
- maliciously publishing information known to be false;
- impersonating the school, an employee, pupil or another member of the school community;
- using another person's image, voice or identity to create harmful manipulated or AI-generated content;
- encouraging others to target, harass or intimidate a pupil, family or employee;
- entering classrooms, offices or restricted areas without permission;
- smoking or vaping on the school premises;
- consuming alcohol on the premises unless expressly authorised as part of an approved event;
- possessing, consuming or being under the influence of illegal drugs, or misusing another substance, on school premises;
- bringing a dog onto school premises, except for an assistance dog or where a reasonable adjustment or specific arrangement has been agreed by the school; or

- otherwise acting in a way that creates a significant safeguarding, security, health and safety or operational concern.

5. Contact with other people's children

Parents, carers and visitors must not approach, question, reprimand, intimidate, touch or photograph another person's child for the purpose of investigating or responding to an incident or disagreement.

Concerns about another child's conduct must be reported to a member of school staff. The school will investigate and respond in accordance with its Behaviour, Anti-Bullying and Safeguarding policies.

Parents and carers must follow the school's arrangements concerning photography and recording at assemblies, performances, sports events and other activities. Any permitted photography must not be used in a way that compromises another child's privacy, dignity or safety.

6. Raising concerns and making complaints

The school wants parents and carers to raise concerns so that they can be considered and, where possible, resolved.

Depending on the matter, parents and carers should initially contact the:

- class teacher;
- Year Team Leader or relevant senior leader;
- Headteacher; or
- Chair of Governors, where the complaint concerns the Headteacher.

Formal complaints will be managed under the school's Complaints Policy.

Where communication becomes persistent, abusive, harassing, repetitive or otherwise unreasonable, the school may manage future communication under its Persistent and Vexatious Complaints Policy. A parent will not be treated as persistent or vexatious solely because they:

- make a complaint;
- disagree with the school;
- request a review;
- challenge a decision;
- make a complaint about discrimination; or
- express criticism in a lawful and reasonable manner.

7. Social media and online communication

The school respects the right of parents and carers to use social media and to express opinions about their experiences. Criticism of the school, its decisions or its policies will not automatically constitute a breach of this Code of Conduct.

Parents and carers should nevertheless use social media and electronic communications responsibly. They must not:

- threaten, harass, bully or intimidate pupils, employees, governors or other families;
- publish discriminatory, sexually harassing, abusive or malicious content;
- publish confidential or safeguarding information;

- identify, name, photograph or share information about another person's child without an appropriate basis;
- publish personal information about employees or families;
- knowingly publish false allegations as fact;
- create or share harmful impersonation, manipulated media or deepfake content;
- encourage a targeted campaign of abuse, intimidation or harassment; or
- use the school's name, logo or branding in a way that falsely suggests official authorisation.

Where online content raises a concern, the school may:

- preserve proportionate evidence;
- contact the person responsible and request that harmful content is removed;
- report content to the platform provider;
- take action under the Complaints Policy or Persistent and Vexatious Complaints Policy;
- consider safeguarding or data-protection action;
- seek advice from the local authority or legal advisers; or
- contact the police where criminal conduct or an immediate safety risk is suspected.

Parents and carers are encouraged to raise concerns directly through the school's established procedures so that the school has an opportunity to investigate and respond. However, a parent's failure to use the complaints procedure will not, by itself, justify action under this policy.

8. Responding to unacceptable conduct

The school's response will depend on the nature, seriousness, frequency and effect of the behaviour. Where appropriate, the school may:

- speak to the individual informally;
- explain the concern and the standard of conduct expected;
- provide a written warning;
- arrange for communication through a named member of staff;
- require meetings to take place by appointment, remotely or with an additional person present;
- set proportionate communication arrangements under the Persistent and Vexatious Complaints Policy;
- ask the individual to leave the premises;
- impose a temporary restriction while a safety concern is considered;
- restrict or withdraw permission to enter the premises;
- report a safeguarding or data-protection concern;
- seek advice from the local authority or legal advisers; or
- contact the police or another appropriate agency.

Where there is an immediate risk of harm or serious disruption, the school may take immediate protective action without first completing the usual process. This may include asking the person to leave, contacting the police or imposing a temporary restriction on access.

Any action will be proportionate and will not be taken merely because a parent or carer has complained, disagreed with the school or expressed reasonable criticism.

9. Restricting access to school premises

School premises are private property. Parents and carers ordinarily have an implied licence to enter for agreed purposes, including appointments, school events and dropping off or collecting younger children. This permission may be limited or withdrawn where necessary to protect pupils, employees or other members of the school community.

9.1 Proposed restriction

Except where an immediate temporary restriction is necessary, the school will write to the individual explaining:

- the conduct causing concern;
- the proposed restriction and its intended scope;
- the reasons why the restriction is being considered;
- any relevant evidence or incidents;
- the date by which the individual may provide written representations or representations in another agreed accessible format; and
- any interim arrangements.

The individual will be given a reasonable opportunity to provide their account and any relevant information before a final decision is made.

9.2 Immediate temporary restriction

The Headteacher, or another appropriately authorised person, may impose an immediate temporary restriction where it is reasonably considered necessary to:

- protect the safety or welfare of pupils, employees or others;
- prevent significant disruption;
- preserve the integrity of an investigation; or
- respond to a serious safeguarding or security concern.

The school will confirm the temporary restriction in writing as soon as reasonably practicable and give the individual an opportunity to make representations.

9.3 Decision

After considering the circumstances and any representations, the Headteacher, acting under the authority delegated by the governing body, will confirm the decision in writing. Where the concern involves the Headteacher, or it would otherwise be inappropriate for the Headteacher to make the decision, the decision will be made by the Chair of Governors or another appropriately authorised person. The letter will explain:

- whether the restriction is confirmed, varied or withdrawn;
- the reasons for the decision;
- the areas, events or circumstances covered;
- any conditions attached to access;
- the date the restriction begins;
- how long it will remain in place;
- the date on which it will be reviewed;
- the arrangements for communication, meetings and the child's handover; and
- how the individual may request a review.

A restriction will be no wider or longer than is reasonably necessary. An indefinite restriction will not normally be imposed.

9.4 Review

Every confirmed restriction will be reviewed on the date stated in the decision letter, whether or not the individual requests a review.

A parent or carer may request an earlier review by writing to the Chair of Governors. The review will be undertaken by the Chair of Governors or an appropriate governor committee that has not previously made the decision being reviewed.

The reviewer will consider:

- the original concern;
- the individual's representations;
- any subsequent conduct or relevant developments;
- the continuing level of risk;
- whether the restriction remains necessary and proportionate;
- whether the restriction should be confirmed, varied or lifted; and
- whether a less restrictive arrangement would now be sufficient.

The outcome, reasons and any further review date will be communicated in writing.

10. Continuing communication and involvement in education

A restriction on entering the premises does not, by itself, prevent a parent or carer from:

- receiving information about their child;
- communicating appropriately with the school;
- making or continuing a complaint;
- attending a meeting remotely or at an agreed alternative location;
- participating in decisions about their child's education; or
- exercising their rights and responsibilities as a person with parental responsibility.

The school will agree safe and workable alternative arrangements. These may include:

- a named point of contact;
- communication through school email or Weduc;
- telephone or online meetings;
- meetings at an agreed location and time;
- another authorised adult bringing or collecting the child;
- a staff-supported handover at an agreed entrance; or
- another individually agreed arrangement.

The arrangements will take account of the child's wellbeing, safeguarding requirements, any court orders, parental responsibility, disability-related needs and the practical circumstances of the family.

11. Nuisance or disturbance on school premises

Section 547 of the Education Act 1996 makes it an offence for a person who is present on applicable school premises without lawful authority to cause or permit a nuisance or disturbance to the annoyance of people who lawfully use the premises.

Trespass by itself is a civil matter and does not automatically constitute this criminal offence. For section 547 to apply, the person must be present without lawful authority—because, for example, permission has been withdrawn or they have exceeded the limits of their implied licence—and must also cause or permit a nuisance or disturbance.

Where the school has reasonable grounds to believe that an offence, violence or another immediate safety risk has occurred or may occur, it may seek police assistance. Nothing in this policy prevents the school from calling 999 in an emergency.

12. Related policies

This policy should be read alongside the school's:

- Complaints Policy;
- Persistent and Vexatious Complaints Policy;
- Safeguarding and Child Protection Policy;
- Behaviour Policy;
- Anti-Bullying Policy;
- Equality and Diversity Policy;
- Accessibility Policy and Accessibility Plan;
- Data Protection Policy;
- Online Safety Policy; and
- Educational Visits and School Trips Policy.

13. Monitoring and review

The Headteacher is responsible for implementing this policy and reporting significant incidents or restrictions to the governing body as appropriate.

The policy will be reviewed annually, or sooner following a significant incident or a change in legislation or government guidance.