



Parent and visitor conduct Policy



Reviewed: September 2026



Next Review: September 2027

Green Park Community Primary School

Parent and visitor conduct policy

Green Park Community Primary School is very fortunate to have a supportive and friendly parent body. Our parents recognise that educating children is a process that involves partnership between parents, staff and the school community. As a partnership, our parents will understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents and carers to participate fully in the life of our school. The purpose of this policy is to provide a reminder to all parents, carers and visitors to our school about the expected conduct. This is so we can continue to progress and achieve in an atmosphere of mutual understanding.

To maintain a positive school environment for all children, we expect parents, carers and visitors to:

- Respect the caring ethos of our school
- Understand that staff and parents need to work together for the benefit of their children.
- 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
- Correct own child's behaviour, including in public, where it could otherwise lead to conflict, aggressive or unsafe behaviour
- Approach the school in a calm and productive way to help resolve any issues of concern with your child's progress or behaviour in school
- Avoid using staff as threats to admonish children's behaviour.

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

- Shouting, either in person or over the telephone
- Speaking in an aggressive/threatening tone
- Physically intimidating, e.g. standing very close
- The use of aggressive hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person
- Swearing
- Pushing or hitting e.g. slapping, punching or kicking
- Spitting
- Racist, sexist or homophobic comments

- Abusive or threatening e-mails or text/voicemail/phone messages or other written communication.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff, at the school, on social media or other internet sites.
- The use of physical or verbal aggression towards another adult or child. This includes physical punishment against your own child on school premises.
- Approaching someone else's child in order to discuss or chastise them (such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Smoking and consumption of alcohol or other drugs whilst on school property or during trips/sporting events.

Inappropriate use of Social Network Sites

The school accepts that social media is an extremely useful and effective means of sharing news, updates, events and changes of circumstances (at short notice). As such we use the school social media accounts as a platform of positive and open communication between staff and parents/carers.

-All comments are moderated and approved to ensure that they conform with our Safeguarding and Acceptable Use Policies and staff endeavour to respond to queries on social media, when it is deemed appropriate or indeed necessary to do so. It is of note that many staff do not use the social media accounts and therefore another member of staff may respond or it may be necessary to contact the school directly for a response in these cases.

-The social media accounts are also not intended as a direct line of contact with any member of staff. Some staff may wish to respond via the post on social media (or by sending you a private message where immediate contact is deemed necessary).

-The school does not deem it appropriate to send any member of staff a private message on their personal social media account, or attempt to "add them as a friend" on social media. In cases where private conversations are required, parents/carers are expected to either telephone the school office or ask the member of staff directly for an "informal chat".

-The social media accounts are not a platform for informing the school of absences and illness and parents/carers should refer to the Attendance Policy for accepted ways to notify of pupil absence.

Social media websites could potentially be used inappropriately to express complaints against schools, school staff and parents/pupils. Green Park Community Primary School considers the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community.

Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, Senior Leadership Team, Head Teacher or the Chair of The Governing Body, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil or parent/carer of a child/ren being educated in Green Park Community Primary School is found to be posting libelous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site.

All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report content or activity which breaches this. The school will also expect that any parent/carer or pupil removes such comments immediately.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly is the issue of cyber bullying and the use by one child or a parent to publicly humiliate another by an inappropriate social network entry.

We will take and deal with this as a serious incident of school bullying.

Incidents in the Community:

We expect that all parents and carers promote positive relationships within the community and that children have the ability to access good examples of conflict resolution with others from the adults who care for them. In the event of aggressive or threatening behaviour from adults outside of the school premises, we stress the importance of contacting community agencies with a specialism to support and maintain safety for all involved. This includes local police, Community Police or Dover District Council for advice and assistance.

Understanding and dealing with issues relating to parental responsibility and custody:

Our practice has been developed in accordance with the DFE guidance, “Understanding and dealing with issues relating to parental responsibility”- January 2016.

www.gov.uk/government/uploads/system/uploads/attachment_data/file/489901/Parental_Responsibility_Advice_for_School_January_2016.pdf

Everyone who is a parent or has legal parental responsibility (whether they are a resident or non-resident parent) has a right to participate in decisions about a child's education and receive information about the child (even though for day-to-day purposes the school's main contact is likely to be a parent with whom the child lives on school days).

As a school we must treat all parents equally, unless there is a court order limiting an individual's exercise of parental responsibility. Individuals who have parental responsibility whether they are the resident parent or not have the right to:

- information, e.g. pupil reports/attendance
- to participate in activities, e.g. vote in elections for parent governors
- to be asked to give consent, e.g. to the child taking part in school trips
- to be informed about meetings involving the child, e.g. Parent Consultations

In order to safeguard children, the school expects parents to collect their children from the playground until Year 5. Even after Year 5, we encourage parents to come up to the playground to collect their children as this is where they will be able to talk to the teachers at the end of the day. In some cases, parents will have to make arrangements for their children to be collected by other adults (friends or relatives). Parents need to inform the school in good time of these arrangements. Where the school has not been informed in good time, they may phone parents to ensure that the person collecting the children is approved. This causes excessive work for admin staff and will cause a delay in the collection of your children.

Where a parent's actions, or proposed actions, conflicts with our ability to act in the child's best interests, we will try to resolve the problem with that parent but avoid becoming involved in conflict or offer biased support in favour of either

parent. However, there may be occasions when a school needs to decline requests for action from one or more parents.

In cases where we cannot resolve the conflict between separated parents, we will advise the parent to pursue the matter through the Family Court. We urge parents to engage in appropriate systems to resolve their conflicts and avoid making impulsive decisions that may affect the child's wellbeing. While we will honour the terms of a court order, issues around residency and contact arrangements remain a civil matter to be agreed between the parents and will not be facilitated by members of our staff.

Court orders under section 8 of the Children Act 1989 (often called section 8 orders) settle areas of dispute in relation to the exercise of parental responsibility or a child's care or upbringing, and can limit how an individual exercises their parental responsibility. It must be noted that a Court order limiting a parent's exercise of their parental responsibility does not necessarily prevent or restrict us from continuing to carry out our duties under education law including Safeguarding.

The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to abuse. Unacceptable behaviour may result in the following:

- School premises are private property and parents have been granted permission from the School to be on School premises. However, in case of abuse or threats to staff, pupils or other parents, school may ban parents from entering school. The School is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school. Parents have the right of appeal by writing to the Chair of The Governing Body within ten days of permission to enter the school premises being withdrawn.
- Relevant authorities such as the Police may be informed of incidents of threatening or abusive language or behaviour used towards staff or students either in person, telephone or social media.

We trust that parents and carers will assist our school with the implementation of this policy and we thank you for your continuing support of the school. We would expect that parents would make all persons responsible for collecting children aware of this policy.

Agreed by staff and governing body

Reviewed: September 2026

To be reviewed: September 2027