



Parent / Carer Code of Conduct Policy 2026 - 2028

Aims

At Farnborough Grange Nursery and Infant Community School we are very fortunate to have a supportive and friendly parent body. Our parents / carers recognise that educating children is a process that involves partnership between parent / carer, class teachers and the school community. As a partnership our parents / carers 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 / carers to participate fully in the life of our school.

Farnborough Grange Nursery and Infant Community School has a duty of care to all stakeholders, including staff, parents / carers and pupils, to ensure their safety and well-being. 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 flourish, progress and achieve in an atmosphere of mutual understanding.

Guidance

We expect parents / carers and visitors to:

- Respect the values - Respect, Belong and Aspire - that drive the ethos of our school.
- Understand that both teachers and parents / carers 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.
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue.
- Correct own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Approach the school to help resolve any issues of concern.
- Avoid using staff as threats to admonish children's behaviour.

Behaviours

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

- 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 grounds.
- Using loud, rude or offensive language or making malicious comments.

- Intimidatory behaviours including displaying temper.
- Prejudiced behaviours including racist or sexist conduct.
- Incitement of others and threats or risk of injury.
- Threatening to do actual bodily harm to a member of school staff, visitor, fellow parents / carers or student regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying school property.
- Abusive or threatening e-mails or text / voicemail / phone messages or other written communication.
- Unwarranted and unnecessary correspondence taking up undue teaching and administrative time.
- Defamation of the school's or staff character on Facebook or other social sites (Appendix 1).
- The use of physical 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 because of their actions towards another child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Smoking / vaping and consumption of alcohol or other drugs on site.

Key Principles

Should any of the above behaviour occur on school premises the school may feel it is necessary to contact the appropriate authorities and, if necessary, even ban the offending adult from entering the school grounds.

Here are our key principles:

- The education of the children of the parent / carer involved will not be compromised in any way;
- Clear documentary evidence is kept of any correspondence, action or decisions for a period of at least 12 months;
- The school will fully investigate all valid concerns;
- Any decisions will be fully communicated to the parent / carer;
- Any parent / carer behaving unlawfully will be reported to the police.

Procedures

The school has a range of strategies to employ with any parent / carer who persists with unacceptable conduct. Whilst these sanctions are set out in the policy by way of a sequential process, they can be

initiated at any stage if, in the judgement of the Headteacher, the severity of the behaviour warrants such a level of intervention.

1. School guidance – Parent / Carer Code of Conduct Policy and Zero Tolerance
2. Verbal Warning / Mediation Meeting

A parent / carer who displays any of the behaviour as described above will be asked politely to desist and offered the opportunity to discuss the matter in person on the first occasion.

3. Two Formal Written Warnings

A formal written letter will be sent to the parent / carer where they continue to act unacceptably. This is signed by the Head teacher and circulated to relevant internal parties to ensure that an informed and consistent approach can be adopted. This letter is kept in the file of any pupil at the school. Should a further incident occur, a second formal written warning should be issued.

4. Banned from Site

Farnborough Grange Nursery and Infant Community School will not tolerate aggressive or obstructive behaviour, swearing, threatened or actual bodily harm. Discrimination or harassment of any kind will not be tolerated nor will malicious damage or theft. Any individual who displays abusive, aggressive or violent behaviour will be asked to leave the site and may be reported to the police. If appropriate, an exclusion order may be issued to prevent an individual coming to or near Farnborough Grange Nursery and Infant Community School in the future.

5. Legal Sanctions

If a parent / carer breaches the expected standard of behaviour as set out in the Parent / Carer Code of Conduct despite formal written warnings, then the school may consider the following sanctions – these will only be used in extreme circumstances if a parent / carer continues to exhibit conduct in breach of this policy.

- a. An injunction under the Protection from Harassment Act

The school may seek an injunction requiring them to desist from behaving in the manner in question. The school will seek an injunction against the parent / carer conduct under the Protection from Harassment Act 1997.

- b. Anti-Social Behaviour Order (ASBO)

The school may seek an ASBO. The Court will have the ability to grant an ASBO which would prohibit the parent / carer from pursuing a certain course of action.

This policy should be read in conjunction with our Complaints Policy. Farnborough Grange Nursery and Infant Community School expects all parent / carer complaints to be taken seriously and to be dealt with comprehensively and as far as possible in confidence. Farnborough Grange Nursery and Infant Community School Complaints Policy allows parent / carer complaints about school issues to be dealt with efficiently and sensitively, and at the appropriate level.

We trust that parents / carers will assist our school with the implementation of this policy and we thank you for your continuing support of the school.

Dissemination of the policy

This policy is available to parents / carers and pupils via the school website. Copies of the full policy are available to parents / carers and pupils on request.

Appendix 1

Inappropriate Use of Social Network Site

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents / carers / pupils. The Local Committee of Farnborough Grange Nursery and Infant Community 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, the Headteacher or the Local Committee, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any parent / carer or pupil being educated at Farnborough Grange Nursery and Infant Community School is found to be posting libellous 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 contact or activity which breaches this. The school will also expect that any parents / carers / pupils 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 / carer to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying. Thankfully such incidents are extremely rare.

We would expect that parents / carers would make all persons responsible for collecting children aware of this policy.