

PARENTAL BEHAVIOUR POLICY



Last reviewed	February 2026
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Approved by	Chair of Governors
Date of approval	February 2026

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Rationale

We value high-quality home-school relations. In order to achieve the best outcomes for all of our pupils, we need to work effectively in partnership with parents/carers.

We may not always agree, however, we can all disagree well and we can seek to be peaceful problem-solvers, ever open to and appreciative of each other's points of view.

We expect all parents/carers to uphold our school values and behave in a manner which is non-confrontational, collaborative and in the best interest of all of our pupils.

All members of our school community deserve to be treated kindly and respectfully. In the majority of cases, our interactions with parents/carers are respectful, kind, open, honest and we usually arrive at an agreed way forward or a common understanding. This document details the type of behaviour that will not be tolerated and what actions will be taken where expectations are not met.

Staff members have the right to work without fear of violence or abuse or harassment; therefore, physical attacks, threatening behaviour, and abusive or insulting language towards staff members, governors, visitors, Pupils or other parents/carers will result in individuals being removed from the premises.

Legal framework

This document has due regard to all relevant legislation including, but not limited to, the following:

- Education Act 2011
- Education Act 1996
- Children Act 2004

This document has due regard to statutory and best practice guidance, including, but not limited to, the following:

- DfE 'Keeping children safe in education' (updated annually)
- DfE (2018) 'Controlling access to the school premises'

This document operates in conjunction with the following school policies:

- Complaints Policy
- Safeguarding Policy
- Recording Meetings Policy

Expectations

Our school expects our parents to:

- Act in accordance with the Home Commitment (Appendix 1) and this set of expectations and commitments regarding parental behaviour and conduct at all times.
- Support and reflect the school's ethos and values through their behaviour.
- Set a good example to pupils through their behaviour and the way they interact with staff, children and other adults.
- Work together with staff for the benefit of their child.
- Treat all governors, staff members, Pupils, other parents and any other individuals connected to the school with dignity and respect.
- Work with staff members to resolve any issues of concern.
- Where appropriate, clarify their child's version of events with the school to bring about a peaceful solution to any issue.
- Respect and support the decisions made by the school.
- Support the school and their child to change their behaviour appropriately, particularly where it could otherwise lead to conflict or aggressive or unsafe behaviour.
- Respect the school's property and environment.
- Follow the school's parking rules and procedures for dropping-off and collecting Pupils from school.

School policies and procedures

Parents/carers are required to act in accordance with all relevant school policies and procedures at all times. All relevant policies are available on the School website and printed copies are available from the school office on request.

Expected behaviour

We take all concerns, issues and complaints seriously. We may not always agree, but we aim to disagree well.

We are a listening school and will aim to resolve issues, concerns and complaints effectively and efficiently using the process outlined in our Complaints Policy.

We recognise that emotions may be heightened for parents/carers needing to communicate their issues, concerns and complaints. We respectfully request that these are raised in a calm, considered and reasonable manner, where mutual respect and the dignity of the individual is upheld.

We are all doing the best we can and want all pupils to be safe, happy and successful in school.

Expected behaviour outside of school

We expect parents/carers to behave in a kind, respectful and peaceful way outside of school and in line with the laws of the UK. We advise adults to deal with adults, rather than dealing directly with children (other than their own children).

We expect parents/carers to ensure that meetings within the school are confidential between those concerned and grievances are not aired on social media.

Inappropriate behaviour and actions to address inappropriate behaviour

We take instances of inappropriate behaviour very seriously and will not tolerate any circumstances that may make pupils, staff members and other members of the school community feel threatened harassed or vulnerable.

We will always disassociate issues, concerns and complaints from the way in which issues are raised. Where these are raised in an inappropriate manner, we will deal with the concerns regardless of the behaviour, but we will also need to address the inappropriate behaviour(s) as a separate point of discussion. This may mean reconvening a meeting, telephone conversation or email correspondence and returning to the discussion when all parties are able to communicate respectfully, kindly and safely.

This is a list of some inappropriate behaviours and actions we will take to address these behaviours.

Inappropriate behaviour	Action to be taken	
1a. Swearing, using foul, abusive or offensive language.	Polite request to stop the inappropriate behaviour.	
1b. Raising voices	YES – inappropriate behaviour stops ↓	No – inappropriate behaviour continues ↓
inappropriately at another individual.	The conversation / meeting can continue	The conversation / meeting will be terminated

1c. Making racist or sexual comments.		Senior member(s) of staff and/or governor(s) will have a discussion with the parent/carer about communication protocols and expectations before the conversation / meeting is reconvened.
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2a. Sending abusive or threatening messages, emails or other communications to any member of the school community. 2b. Bullying, harassment or intimidation – in person and/or online. 2c. Physically or verbally	Polite request to communicate in a non-abusive manner and to not act in a threatening manner.		
	YES – inappropriate communication / behaviour stops ↓	No – inappropriate communication / behaviour continues ↓	
	Communication can continue	Senior member(s) of staff and/or governor(s) will have a follow-up communication and/or conversation about the manner of expected communication, highlighting kind, respectful, safe and non-threatening, non-aggressive behaviour or comments	
		YES – inappropriate communication / behaviour stops ↓	No – inappropriate communication / behaviour continues ↓

<p>intimidating an individual in person and/or online.</p> <p>2d. Psychologically harassing any member of the school community, including displaying vexatious behaviour which is humiliating for the individual and is damaging to their self-esteem.</p> <p>2e. Threatening any member of the school community in any way.</p>			<p>The parents/carers channels of communication to the school may be restricted, e.g. no longer allowing the parents/carers to send emails to a staff member directly.</p> <p>If abuse or threats are made on site, parents will be asked to leave the site.</p> <p>Persistent abuse or threats of violence will be reported to the police.</p> <p>Seeking legal redress through the courts.</p>
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<p>3. Using physical violence on the school premises or on a member of the school community, e.g. hitting, slapping, punching, kicking, pushing, causing intentional damage to school property.</p>	<p>We will escort anyone off the premises who is displaying aggressive or disruptive behaviour.</p>	<p>Reasonable measures will be taken by school staff to safeguard everyone and school property. The police will be contacted immediately for support – either to provide advice on managing an incident or to assist in the removal of an individual from the premises, where necessary.</p> <p>The parent/carer may be barred from the school premises (see Appendix 2).</p> <p>Seeking legal redress through the courts.</p>
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4a. Writing or posting abusive, offensive or defamatory comments about an individual or the school, including on social media.	Make the parent/carer aware that the post has been read/noted. Polite request to remove the post and to give us an opportunity to address the issue/concern/complaint in school.			
	YES – post removed ↓	No – post not removed ↓		
	4b. Posting content on social media that is damaging to the school’s reputation or discloses the content of private and confidential meetings, calls and emails between school staff and parents/care givers.	Discussion about dissatisfaction/issue can be addressed using the school’s complaints procedure	A senior member of staff or governor will have a follow up conversation about removing the post.	
			YES – post removed ↓	NO – post not removed ↓
	Discussion about dissatisfaction/issue can be addressed using the school’s complaints procedure	Contact the administrator/app host directly and ask for the post to be removed. Contact helpline@saferinternet.org .uk with url/website address and ask for the post to be removed.		
		Persistent abuse or threats of violence will be reported to the police. Seeking legal redress through the courts.		
5. Trespassing on school property without prior permission or implied license.	Trespassers will be reported to the police.			
6. Driving unsafely within the vicinity of	Unsafe driving will be reported to the police and parents/carers will be barred from coming on site (See Appendix 2).			

the school.

<p>7a. Smoking on the school premises.</p> <p>7b. Taking illegal or harmful drugs while on the school premises.</p> <p>7c. Drinking alcohol on the school premises, unless it has been authorised and supplied by the school.</p>	<p>Polite request to stop and/or leave the premises. Non-compliance and drugs issues will be referred to the police.</p>
<p>8. Taking photographs or videos on the school premises without permission from the school.</p>	<p>Polite request to stop and to delete the photographs/videos. Repeated breaches may result in the parent/carer being prevented from entering school premises.</p>
<p>9. Inappropriate dress</p>	<p>If concerns are raised in relation to a parent's appearance or dress, personal factors will be taken into consideration, on a case-by-case basis, when addressing the concern.</p>

NB. Any child protection and safeguarding concerns will be addressed in accordance with the Safeguarding Policy. This may include referring the case to children's social care, where the behaviour indicates that the parent/carer poses a risk to children.

APPENDIX 1: THE HOME COMMITMENT

Values:

- I/ We will encourage my child to live by the school values.
- I/ We will model, promote and support the development of the school values.
- I/We will not abuse members of staff and will treat all members of the school community as I/we wish to be treated.
- I/ We will treat all members of the school community with dignity and build relationships rooted in mutual respect.
- I/We will be kind in word and deed.
- I/We will keep members of the school community safe.
- I/We will be inclusive.
- I/we will respect our differences and celebrate our diversity.
- I/We will be respectful and polite.
- I/We will be proud to be a member/members of the school community and I/we will do everything we can to uphold the school's high standards of behaviour and conduct, promoting a positive school ethos and image both in school and in the community.
- I/We will be caring.
- I/We will support my child to enjoy, achieve, excel and care.
- I/We will work in collaboration and partnership with the school to ensure that my child can be the best they can possibly be.
- I/We will support my child to keep the focus on learning.
- I/We will take an active interest in the development of my child.
- I/We will read, explore and learn with my child.
- I/We will promote a growth mindset.

Communication:

- I/We will communicate effectively, efficiently and regularly using official school procedures: We can (and will) talk with someone about anything, even if it feels awful or small.
- Where I/we have concerns or issues, I/we will communicate these appropriately and as soon as possible,
- Where informal concerns have not been resolved, I/we will use the School Complaints Policy and Process.
- I/We will use social media responsibly and will not post content online which is damaging to the school or any of its staff, pupils or parents.
- I/We will let the school know of any other planned absences well in advance (for example, dental or hospital appointments.)
- I/We will take an active part in school consultations, events and parents' evenings.
- I/We will ensure my child attends school regularly, is on time, is correctly dressed and is equipped for work.

APPENDIX 1: THE SCHOOL COMMITMENT

Values:

- We will live our values and be the best we can be in community.
- We will also encourage everyone in our community to live by our values.
- We will value and respect everyone as an individual.
- We will treat all members of our community with dignity and build relationships rooted in mutual respect.
- We will treat others as we would like to be treated.
- We will be kind to one another in word and deed.
- We will support all members of the community to enjoy, achieve, excel and care.
- We will be inclusive: we will respect our differences and celebrate our diversity
- We will be respectful and polite.
- We will be proud of our school and we will do everything we can to uphold the school's high standards of behaviour and conduct, promoting a positive school ethos and image both in school and in the community.
- We will be caring.

Learning:

- We will do everything possible to ensure all Pupils keep the focus on learning and to enable them to be the best they can be.
- We will provide inspiring, challenging learning experiences.
- We will challenge barriers to learning in all forms.
- We will promote a growth mindset.

Communication:

- We will be clear about our values, vision and expectations.
- We will acknowledge and celebrate achievements and effort.
- We will deal with issues communicated to us effectively, efficiently and expediently.
- We can (and will) talk with someone about anything, even if it feels awful or small.
- We will use social media responsibly and will not post content online which is damaging to the school or any of its staff, Pupils or parents.
- We will communicate any concerns related to behaviour and attendance and support Pupils and parents to address any underlying issues.

APPENDIX 2: BARRING FROM THE SCHOOL SITE

The school has the right to bar a parent/carer from the premises to keep the school community safe.

If a parent/carer is displaying inappropriate or concerning behaviour, they will be asked to leave the school premises.

Behaviour that could result in a parent/carer being asked to leave the premises includes aggressive, abusive or insulting behaviour or language that is a risk to staff or Pupils, or behaviour that is making staff or Pupils feel threatened.

If a parent/carer persistently or consistently behaves inappropriately on the school site, or there is a one-off incident of extremely inappropriate behaviour, the school reserves the right to bar this individual from the school site.

Parents are also referred to the Complaints Policy in this regard. The school will either:

- Bar the parent/carer temporarily, until they have the opportunity to formally present their side.
- Inform the parent/carer that they intend to bar them and invite them to present their side.

The headteacher will send a letter to the parent/carer, informing them of the following information:

- Why they have been temporarily barred or face a bar
- The nature of the bar, i.e. if they are temporarily barred pending their representation or if they must present their side before the decision to bar can be made
- That they have the right to formally express their views on the decision to bar in writing to the chair of governors within 10 working days

The headteacher's decision to bar the parent/carer will be reviewed by the chair of governors.

The chair of governors will take account of any representations made by the parent/carer and decide whether to confirm or lift the bar.

The parent/carer will be notified in writing of the decision to uphold or lift the bar. If the decision is confirmed, the parent/carer will be notified in writing, explaining:

- How long the bar will be in place.
- When the decision will be reviewed.

Decisions to bar will be reviewed at the end of the agreed timescale, in line with the process outlined above.

Following a review, the bar may be lifted or, if there are grounds for continued concern regarding the parent's conduct, it may be extended.

Once the appeal process has been completed, parents that remain barred may be able to apply to the Civil Courts. If a parent/carer wishes to exercise this option, they should seek independent legal advice.