Parent & Visitor Code of Conduct Policy

Staff Responsible	**Mrs A Sheridan**
Date of Issue	September 2026
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1. Rationale

Ribbon Academy is committed to providing a safe, positive and respectful environment for pupils, staff, parents, carers, trustees and visitors.

We believe that strong partnerships between home and school are essential in supporting children's learning, wellbeing and development. All members of the school community have the right to work, learn and interact in an environment free from intimidation, harassment, abuse or threatening behaviour.

This policy outlines the standards of behaviour expected from parents, carers and visitors when engaging with the school, whether in person, by telephone, in writing or online.

2. Aims

This policy aims to:

- Promote positive relationships between home and school.
- Ensure all members of the school community are treated with dignity and respect.
- Provide a safe environment for pupils, staff, parents, carers and visitors.
- Establish clear expectations of acceptable behaviour.
- Outline the actions that may be taken where behaviour falls below these expectations.

3. Expected Conduct

Parents, carers and visitors are expected to:

- Treat all members of the school community with courtesy and respect.
- Model positive behaviour for children at all times.
- Communicate concerns calmly and appropriately.
- Follow the school's procedures for raising concerns or making complaints.
- Respect the professional judgement of school staff.
- Work in partnership with the school to support pupils' learning and wellbeing.
- Use social media responsibly and respectfully.
- Follow safeguarding, health and safety and site-security procedures.

4. Unacceptable Conduct

The following behaviours are considered unacceptable and will not be tolerated towards any member of the school community.

This list is not exhaustive and is intended to provide examples of unacceptable behaviour:

Verbal Abuse and Intimidation

- Shouting at staff, pupils, parents, carers, trustees or visitors.
- Speaking in an aggressive, abusive or threatening manner.
- Using offensive, insulting or intimidating language.
- Swearing at or about members of the school community.
- Making threats, whether verbal, written or implied.

Physical Intimidation or Violence

- Physically intimidating another person, including invading personal space.
- Using aggressive gestures or movements.
- Shaking or holding a fist towards another person.
- Pushing, hitting, kicking or spitting.
- Any form of physical assault.

Discriminatory Behaviour

- Racist, sexist, homophobic, transphobic or discriminatory comments.
- Behaviour that discriminates against a person because of a protected characteristic.

Online Conduct

- Posting, sharing or publishing abusive, offensive, threatening or defamatory comments about the school, pupils, families, staff, trustees or visitors.
- Using social media or electronic communications to intimidate, harass or bully others.
- Sharing confidential or sensitive information relating to pupils, staff or families.
- Inciting conflict, complaints or hostility against members of the school community online.
- Recording or photographing members of the school community without permission and sharing content inappropriately.

Other Unacceptable Behaviour

- Bullying, harassment or victimisation.
- Persistent unfounded complaints intended to cause distress.
- Damaging school property.
- Bringing dogs onto site (except assistance dogs) without prior permission.
- Any behaviour that causes alarm, distress or disruption to the normal operation of the school.

5. Actions the School May Take

Where unacceptable behaviour occurs, Ribbon Academy reserves the right to take appropriate action. Depending on the seriousness of the incident, this may include:

- Informal discussion with the individual concerned.

- Verbal warning.
- Written warning.
- Restricting communications to written correspondence only.
- Requiring meetings to take place with a senior leader present.
- Withdrawal of permission to enter school premises.
- Referral to appropriate external agencies.
- Reporting incidents to the Police where necessary.
- Pursuing legal action where appropriate.

Serious incidents may result in immediate action without prior warning.

All incidents of unacceptable behaviour will be recorded and reported to the Chair of Trustees where appropriate.

6. Access to School Premises

School premises are private property. Permission for parents, carers and visitors to enter the site is granted by the school and may be withdrawn where behaviour is deemed unacceptable or presents a risk to the safety, welfare or wellbeing of members of the school community.

Where permission to enter the school premises is withdrawn, the school will inform the individual in writing, outlining:

- The reasons for the decision.
- Any conditions relating to future contact with the school.
- The right of appeal.

Where a parent's access to the school site is restricted, the school is not responsible for making alternative arrangements for transporting children to and from school.

7. Police Involvement

The school may seek police assistance in circumstances involving:

- Threatening behaviour.
- Harassment.
- Physical assault.
- Criminal damage.
- Breaches of the peace.
- Any behaviour that may constitute a criminal offence.

The school reserves the right to involve the Police whenever necessary to protect staff, pupils, parents, carers or visitors.

8. Appeals Process

Any individual whose permission to enter school premises has been withdrawn may appeal the decision by writing to the Chair of Trustees within 10 school days of receiving written notification.

The appeal should clearly state the grounds on which it is being made.

The decision of the Trustees following consideration of the appeal will be final.

9. Related Policies

This policy should be read alongside the following school policies and procedures:

- Complaints Policy
- Safeguarding and Child Protection Policy
- Online Safety Policy
- Behaviour & Relationships Policy
- Staff Code of Conduct
- Data Protection and Privacy Policies
- Health and Safety Policy
- Visitor Procedures

Where concerns arise, parents and carers are encouraged to follow the appropriate school procedures outlined within these policies. Ribbon Academy welcomes constructive feedback and values positive communication with parents and carers. We are committed to working collaboratively with families to support the best outcomes for all pupils.

The expectations outlined within this policy should be considered alongside the school's wider commitment to safeguarding, mutual respect, equality, inclusion and the wellbeing of all members of the school community.

10. Responsibilities

The Headteacher and Trustees are responsible for:

- Implementing this policy.
- Monitoring incidents relating to parental behaviour.
- Reviewing the effectiveness of the policy.
- Ensuring staff are supported when dealing with incidents of unacceptable behaviour.

This policy will be reviewed at least annually or sooner if required by changes in legislation, guidance or school circumstances.