



Parents and Visitors Code of Conduct Protocol Policy

Author:	T Boddington
Updated:	January 2026
Next Review Date:	January 2027
Approved at Governors:	26th January 2026

Contents

Code of Conduct for Parents & Visitors	3
Zero Tolerance	3
Expectations of Behaviour	3

Code of Conduct for Parents & Visitors

This policy is in place to protect the school community as a whole.

At Old Park Primary School, we are very fortunate to have a supportive and friendly parent body. Our parents recognise that educating children is a process that involves partnership between parents, class teachers 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/carers to participate fully in the life of our school and as such, the school grants supervised access to parents to the school site and building.

The purpose of this policy is to provide all parents, carers and visitors with details of our expected conduct. These expectations are in place so that children can continue to flourish, progress and achieve in an atmosphere of mutual understanding. We expect the children, staff, parents and visitors to understand and follow our school values: Optimism, Love of Learning, Diversity, Perseverance, Ambition, Responsibility & Kindness. In addition, the school expects parents to adhere to the law, including expectations around protected characteristics.
<https://www.gov.uk/discrimination-your-rights>

School access licenses can be withdrawn if parents and carers do not follow the school's behaviour expectations. If withdrawal of access is not adhered to then parents may be removed from the premises and prosecuted under Section 547.

Zero Tolerance

The school should be a safe place for every member of its community. Therefore, Old Park is a zero-tolerance zone and expects all members of its community to act in a calm and respectful manner. Inappropriate language, threats, confrontation or acts of aggression towards staff, pupils or visitors will not be tolerated. Anyone behaving in such a way, irrespective of whether this is on-site, in person, or by any other means of communication, may receive a ban from the premises (with support from Sandwell LA legal team), and if appropriate, behaviours may be reported to the police. Other communication limitations or expectations may be implemented to prevent recurrence and promote safety for all.

Expectations of Behaviour

As well as following the guidance set out in our Home-School Agreement and to prevent the removal of site access we expect that all parents, carers and visitors:

- Respect the ethos of our school.
- Understand that both teachers and parents need to work together for the benefit of their children.
- Ensure that all members of the school community are treated with respect.
- Set a good example to children in their own speech and behaviour.
- Where necessary, correct own child's poor behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Approach the school with an open mind to support a mutual resolution of any issues of concern. 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.
- Ensure that children are carefully and safely supervised before and after school and enforce the rule that active games like football are not played as the playgrounds are too busy at these times.

In order to support a peaceful and safe school environment the school will not 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.
- Confrontational approaches to staff.
- Using loud/or offensive language, swearing, cursing, using profane language or displaying temper/aggression towards staff, other parents or children.
- Threatening to do actual bodily harm to a member of school staff, visitor, fellow parent/carer 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/social media posts or other written communication.
- Defamation of the school's or staff's character on social sites or group messaging apps.
- Any behaviour that leaves staff or children feeling vulnerable or at risk of harm (verbal or physical).
- The use of physical aggression towards any other 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 their own child. (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.
- Cycling or riding other such equipment on school premises.
- Conflict that is between parents outside of the school being allowed to manifest itself in any way on school premises
- Dogs being brought onto school premises.
- Spitting, littering or other unsocial actions.
- The use of Social Media, messaging or email to spread malicious allegations about children, parents or staff. Grievances should be resolved using the formal school procedures in place. See the website for details.

Should any of the above behaviours occur on or off school premises, or via any form of communication (email, social media, messaging platforms etc), the school may feel it is necessary to contact the appropriate authorities and, if necessary, for safety reasons ban the offending adult from entering the school grounds.

Should threats or incidents of aggression or other incidents listed above occur towards staff outside of the school site then the school can contact the appropriate authorities and ban the offending adult from entering the school grounds.

We trust that parents and carers will assist our school with the implementation of this policy for the safety of all and we thank you for your continuing support and commitment to being exemplary role models for our children.