



Parent/Carer & Visitor Code of Conduct



Approved by Governors on: 10.01.25

Signed by Chair of Governors:

A handwritten signature in black ink, appearing to be 'A. P. Lee'.

Head Teacher: Elizabeth Hopewell

Date of Review: January 2028

Vision Statement

We aim to create a safe, happy and nurturing environment for all our children!

Mission Statement

The Orchard School strives to provide the best quality teaching and learning with an inclusive and personalised curriculum, where all achievements are celebrated.

The Orchard school believes that it is important to work in partnership with parents/carers, families and other groups that support children's learning. In doing so we have created a safe, respectful, and inclusive environment for pupils, staff, and parents.

To help us do this we set clear expectations and guidance on behaviour for all members of our community. This includes the staff (through the Staff code of conduct) and children (through the behaviour policy).

The code of conduct aims to help the schoolwork together with parents setting guidelines on appropriate behaviour.

We use the term parent to refer to anyone with parental responsibility for a child or anyone caring for a child e.g., grandparents, foster carers.

Our expectations of parents and carers

We expect parents, carers, and other visitors to:

- Respect the ethos, vision, and values of the school.
- Work together with staff in the best interests of our pupils
- Treat all members of the school community with respect- setting a good example with speech and behaviour.
- Seek peaceful solutions to all issues as soon as it is possible.

Behaviour that will not be tolerated

- Swearing or using offensive language
- Raising your voice, displaying temper, or shouting at members of staff, pupils, and other parents.
- Threatening in any way a member of school staff, visitors or other parents/carer or pupils.
- Sending abusive or threatening emails or text/voicemail/phone message or any other communications to anyone within the school community.
- Posting defamatory, offensive, or derogatory comments about the school, its staff, or any member of the school community, on social media.
- Smoking or drinking alcohol on the school premises
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto school premises (other than guide or therapy dogs)
- Damaging or destroying school property.
- Any inappropriate behaviour on school premises (including car park).

Breaching the Code of conduct

If the school becomes aware of a breach of the code of conduct, the school will gather information from those involved and speak with the parent about the incident. The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct remain with the Headteacher. The Headteacher will consult with the Chair of Governors before banning a parent from school premises.

When the code of conduct has been breached, depending on the nature of the breach, the following steps would be taken:

Step 1 – Verbal warning

The Headteacher (or member of SLT) will; speak with the person or persons breaching the code of conduct privately. It will be explained as to why their behaviour is unacceptable and seek assurances that it will not

be breached again. If staff experience inappropriate behaviour during telephone calls or during a conversation with families, they will cease the conversation immediately. It will be stressed on these occasions that the repetition of such an incident will result in further, more serious action being taken. (If the Headteacher has been subject to abuse this will be done by the Chair of Governors or another appointed governor). NB any incidents of violent conduct would immediately proceed to step 5. Any act of actual or threatened violence will be referred to the police immediately.

Step 2- Written warning

If a second incident occurs involving the same person or persons, the Headteacher, Chair of Governors or other appointed governor will write to the person or persons informing them that this conduct is unacceptable. As for Step 1, if the Headteacher has been subject to abuse this would be done by the Chair of Governors or appointed governor.

Step 3 Final written warning

If a third incident occurs involving the same person or persons, the Headteacher, Chair of Governors, or other appointed governor, will write to the person(s) giving a final warning that abusive or threatening behaviour is unacceptable, and that a repetition of this conduct will leave the governors no option but to take further action.

Step 4 – Exclusion from the school premises

If such an incident reoccurs or if an incident is deemed to be serious enough, the Chair of Governors or other appointed governor) would enforce an exclusion from the school premises.

Step 5 -Removal by Police.

If, following a decision to exclude a person from school premises, that person persists in entering school premises, they may be removed by Police as a trespasser under Section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1966.

Inappropriate use of social media

Social Media websites are increasingly being used to fuel campaigns and complaints against schools, Head teachers, school staff and in some cases other parents or children.

The Department for Education/Government and Governors of the Orchard school considers the use of social media in this way as unacceptable. Any concerns you may have about school or your child/children must be made through the appropriate channels, by speaking to the class teacher, Headteacher or Chair of Governors, where they can be dealt with fairly, appropriately and effectively for all concerned.

Libellous or Defamatory posts

If any parent/ carer or pupil at the Orchard school is found to be posting libellous or defamatory comments on any social media site, they will be reported to the appropriate 'report abuse' site – provided by the network.

All social media sites have clear rules about the content which can be posted on their site and provide robust mechanisms to report contact or activity that breaches this. The school will expect the post to be removed by the parent/ carer/ child immediately.

Cyberbullying

We take very seriously the use of cyber bullying by a child or parent/ carer to publicly humiliate another by inappropriate social network entry. We will respond to this a serious act of school bullying. The school will also consider its legal options to deal with any such misuse on social networking sites.