

LANCASTER ROYAL GRAMMAR SCHOOL
CODE OF CONDUCT FOR PARENTS, CARERS AND VISITORS

1. INTRODUCTION

- 1.1 Lancaster Royal Grammar School is very fortunate to benefit from a supportive and friendly community of parents, carers and supporters of various kinds. Education involves partnership between parents, school staff and our wider communities. For these reasons we welcome and encourage parents and carers to participate fully in the life of our school.
- 1.2 The purpose of this document is to provide a reminder to all parents, carers and visitors to our school site about expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding.

2. ROLES AND RESPONSIBILITIES

- 2.1 Parents, carers and visitors have the responsibility to conduct themselves appropriately in line with this policy.
- 2.2 Employees have the responsibility to observe procedures to ensure the health and safety of children, members of the public, fellow employees and themselves at all times; and to report any occurrences of aggression, verbal abuse and near misses.
- 2.3 The Head has the responsibility to take appropriate action if staff are faced with excessive and unreasonable demands from parents, carers or visitors, or in the event of aggressive or threatening behaviour at school.

3. PRINCIPLES

- 3.1 All members of the school community have the right to expect that their school is a safe place in which to work and learn. There is no place for verbal or physical abuse, intimidation or harassment at Lancaster Royal Grammar School.
- 3.2 We expect parents, carers and visitors to respect the caring ethos of our school, understanding that staff and parents need to work together for the benefit of their children. They should treat all members of the school community with kindness and respect, setting a good example in their own speech and behaviour.
- 3.3 The school upholds and promotes values of equity, diversity and inclusion. There is no place at Lancaster Royal Grammar School for discriminatory attitudes or language with regard to gender, ethnicity, sexual orientation, disability or other protected characteristics. Parents, carers and visitors are expected to respect and promote this inclusive ethos.
- 3.3 The school will always endeavour to work in the most constructive and open way. Parents, carers and visitors should not make excessive or unreasonable demands on school time by frequent, lengthy, complicated and stressful contact with staff, whether in person, in writing, by email or by telephone; for example by seeking unrealistic outcomes, raising large numbers of detailed but unimportant questions, or demanding immediate replies from members of staff who may have full timetables or other important duties.
- 3.4 The school will not tolerate parents, carers and visitors who exhibit disruptive behaviour, use loud or offensive language, or make any type of threat towards any member of the school

community whether on the main school site or on our sports grounds.

- 3.5 The school will also not tolerate abusive or threatening communication through any means, including emails, telephone or written communication; and will not tolerate defamatory or offensive comments of any sort regarding the school on any social media sites. Any concerns about the school must be made through the appropriate channels so they can be dealt with appropriately, for example by speaking to the class teacher, Head or Chair of the Governors.

4. PROCEDURE

- 4.1 Where possible the school will seek to resolve or diffuse difficult situations through discussion with the individual(s) involved.
- 4.2 If a parent, carer or visitor makes excessive or unreasonable demands on school time, the Head will write to explain that their behaviour is unreasonable and ask them to change it. For individuals who excessively contact the school causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This will usually be reviewed after 6 months.
- 4.3 In the case of significant concern, the Head will issue a warning letter to the individual stating that any repetition of inappropriate behaviour may lead to a ban from school premises.
- 4.4 If necessary, the school will bar an individual from entering the school grounds. Although fulfilling a public function, schools are private places. The public has no automatic right of entry. The school will therefore act to ensure we remain a safe place for pupils, staff and other members of their community. If a parent, carer or visitor's behaviour is a cause for concern, a school can ask him/her to leave school premises.
- 4.5 In serious cases, the Head will notify an individual in writing that their implied licence to be on school premises has been temporarily revoked subject to any representations that the individual may wish to make. The school will give the individual the opportunity to formally express their views on the decision to bar in writing. The decision to bar will then be reviewed, taking into account any representations made by the individual, and either confirmed or lifted. If the decision is confirmed the individual will be notified in writing, explaining how long the bar will be in place. Anyone wishing to complain about being barred can do so, by letter or email, to the Head or Chair of Governors.