

# **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 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. An incident report form for school staff is included as Appendix 1.

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 respect, setting a good example in their own speech and behaviour.

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 individuals 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. Model letters are included as Appendix 2.

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 or carer'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 parent may wish to make. The school will give the parent 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 parent, and either confirmed or lifted. If the decision is confirmed the parent 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 teacher or Chair of Governors.

**APPENDIX 1: Incident report form for school staff**

This includes trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression and intentional damage to property. This form should be completed as fully as possible (please use a continuation sheet if necessary), and returned to the Headmaster's P.A.

Member of staff reporting incident: .....

Date of incident: ..... Time .....

Details of trespasser/assailant(s) (if known): .....

Witness(es) if any: .....

Details of incident
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Signed ..... Date: .....

## Appendix 2: Model letters

Dear [parent/carer],

I have received a report about your conduct on (enter date and time).

[Add summary of the incident and of its effect on staff, students, other parents.]

We believe staff, parents and children are entitled to a safe and protective environment in which to work. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the school. I must inform you that Lancaster Royal Grammar School will not tolerate conduct of this nature on its premises and will act to defend its staff and students.

I am therefore informing you that should the school staff have any further concerns about your behaviour formal procedures will be followed.

Yours sincerely

Head

Dear [parent/carer],

I have received a report about your conduct on (enter date and time).

[Add summary of the incident and of its effect on staff, students, other parents.]

We believe staff, parents and children are entitled to a safe and protective environment in which to work. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the school. I must inform you that Lancaster Royal Grammar School will not tolerate conduct of this nature on its premises and will act to defend its staff and students.

The Head has already contacted you on \_\_\_\_\_. On the advice of the Head I am therefore informing you that should the school staff have any further concerns about your behaviour you will be asked not to enter the premises and you could be prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

Yours sincerely

Chair of Governors

Dear [parent/carer],

I have received a report from the Head about your conduct on (enter date and time).  
[Add summary of the incident and of its effect on staff, students, other parents.]

I must inform you that Lancaster Royal Grammar School will not tolerate conduct of this nature on its premises and will act to defend its staff and students. On the advice of the Head I am therefore instructing that (for a temporary period) you are not to reappear on the premises of the School. If you do not comply with this instruction I shall arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

The withdrawal of permission for you to enter the school premises takes effect immediately. However, I still need to decide whether it is appropriate to confirm this decision. Before I do so, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received from the Head. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct. To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by (state date ten working days from the date of letter).

If on receipt of your comments I consider that my decision should be confirmed, you will be supplied with details of how to pursue a review of the circumstances of your case.

Yours sincerely,

Chair of Governors