



Be Ambitious, Spark Imagination, Celebrate Success

Ravensdale Infant and Nursery School

Parent/ Carer Code of Conduct

Signed by:

L. Blanchenot

Headteacher

Date: January 2026

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Chair of governors

Date: January 2026

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Statement of intent

At Ravensdale Infant and Nursery School, we strive to build a strong relationship with parents/ carers to help create a stimulating learning environment that continues from school to home, providing all pupils with the opportunity to achieve to the best of their ability.

To create a welcoming and safe learning environment, the school implements a specifically designed set of rules regarding behaviour and conduct which parents/ carers are expected to act in accordance with.

All staff members have the right to work without fear of violence or abuse; therefore, physical attacks, threatening behaviour, and abusive or insulting language towards staff members, governors, visitors, pupils, or other parents/ carers may result in individuals being removed from the premises.

This document outlines the way in which parents/ carers are expected to act whilst on the school premises, as well as detailing the type of behaviour that will not be tolerated.

In this policy the behaviour we outline should be adhered to by *all* visitors to our school.

1. Legal framework

1.1. This document has due regard to statutory and best practice guidance, including, but not limited to, the following:

- DfE (2023) 'Keeping children safe in education'.
- DfE (2018) 'Controlling access to the school premises'.

1.2. This document operates in conjunction with the following school policies:

- Safeguarding and Child Protection Policy
- Complaints Procedures Policy
- Photography Policy

2. Expectations

2.1. Our school expects parents/ carers to:

- Act in accordance with this code of conduct at **all** times.
- Support and reflect the school's ethos and values through their behaviour.
- Set a good example to pupils through their behaviour and the way they interact with staff, pupils, and other adults.
- Work together with staff for the benefit of their child.
- Refrain from using their mobile phones on school premises particularly whilst dropping their child/ children at school or collecting them at the end of the day.
- Treat all governors, staff members, pupils, other parents/ carers, and any other individuals connected to the school with dignity and respect.
- Work with staff members to resolve any issues of concern.
- Where possible, clarify their child's version of events with the school to bring about a peaceful solution to any issue.
- Correct their child's behaviour appropriately, particularly on the school grounds where it could otherwise lead to conflict or aggressive or unsafe behaviour.
- Respect the school's property and environment by keeping it clean and tidy.
- Follow the school's parking rules and procedures for dropping-off and collecting pupils from school.
- Dress in an appropriate manner when on the school premises and attending school events.

- Ensure their dress and appearance reflects that they are role models for pupils.

School policies and procedures

- 2.2. Parents/ carers are required to act in accordance with all relevant school policies and procedures at all times.
- 2.3. Parents/ carers can request copies of all relevant policies and procedures from the school office or view on our website.

3. Inappropriate behaviour

- 3.1. The school takes instances of inappropriate behaviour by parents/ carers very seriously and will not tolerate any circumstances that may make pupils, staff members and other members of the school community feel threatened.
- 3.2. Parent/ carer behaviour that the school does not tolerate includes the following:
 - Using foul, abusive, or offensive language
 - Raising voices inappropriately at another individual
 - Making racist or sexual comments
 - Using aggressive hand gestures, e.g., raising fists and/ or fingers
 - Discriminating against any member of the school community, including pupils, staff, governors, and other parents/ carers
 - Bullying, harassment or intimidation, including physical, verbal, and sexual abuse offline and online
 - Sending abusive or threatening messages, emails, or other communications to any member of the school community
 - Trespassing on school property without prior permission or implied licence
 - Causing intentional damage to school property
 - Breaching the school's security procedures
 - Using physical violence on the school premises or on a member of the school community, e.g., hitting, slapping, punching, kicking and pushing
 - Physically intimidating an individual
 - Partaking in unnecessary physical contact with an individual
 - Writing or posting abusive, offensive, or defamatory comments about an individual or the school, including on social media
 - Posting content on social media that is damaging to the school's reputation.
 - Sending staff aggressive emails or other communications

- Psychologically harassing any member of the school community, including displaying vexatious behaviour which is humiliating for the individual and is damaging to their self-esteem.
- Displaying disruptive or other inappropriate behaviour which interferes or threatens to interfere with any of the school's operations or activities.
- Approaching another parent/ carer or pupil to discuss or reprimand them because of an issue between pupils.
- Threatening any member of the school community in any way.
- Arriving on the school premises partially clothed.
- Smoking on the school premises.
- Taking illegal or harmful drugs while on the school premises.
- Drinking alcohol on the school premises, unless it has been authorised and supplied by the school (e.g., during social events after school hours).
- Taking photographs or videos on the school premises without permission from the school.
- Driving unsafely within the vicinity of the school.

4. Managing inappropriate behaviour

- 4.1. If a parent/ carer is behaving inappropriately, a report will be made to the headteacher, or the most senior member of staff available in their absence, who will decide on the most appropriate course of action.
- 4.2. Parents/ carers will raise concerns regarding another parent/ carer's behaviour or conduct directly with their child's class teacher or the headteacher and **must** not approach the parent/ carer themselves.
- 4.3. Instances of parents/ carers displaying inappropriate behaviour will be managed in a variety of ways, depending on the severity of the situation.
- 4.4. When a parent/ carer has behaved inappropriately, they will be invited to a meeting by the headteacher to discuss their behaviour and to attempt to resolve the issue.
- 4.5. Where this initial meeting is not sufficient to resolve the issue, the headteacher, in collaboration with other staff and relevant agencies, will consider what further action may be required. This action, depending on the situation, could include the following:
 - Barring the parent/ carer from the school premises for a period of time or permanently
 - Contacting the police
 - Seeking legal redress through the courts

- Restricting the parent/ carer's channels of communication to the school, e.g., no longer allowing the parent/ carer to send emails to staff members directly.
 - Reporting content that the parent/ carer has posted online to the website's admin.
 - Referring the case to children's social care, where the behaviour indicates that the parent/ carer poses a risk to children.
 - Any infliction of physical harm or harassment towards staff or pupils will always be reported to the police.
- 4.6. Any child protection and safeguarding concerns will be addressed in accordance with the school's Child Protection and Safeguarding Policy.
- 4.7. The school reserves the right to escort anyone off the premises who is displaying aggressive or disruptive behaviour.
- 4.8. The police may be contacted, where necessary, to provide advice on managing an incident or to assist in the removal of an individual from the premises.
- 4.9. The police will be contacted where a parent/ carer is being violent or has committed assault, or where the event has caused harm to an individual.
- 4.10. If a parent/ carer has been previously barred from the premises or has exceeded their implied access to the premises and is causing a disturbance, the police will be contacted to remove the individual from the premises.
- 4.11. If concerns are raised in relation to a parent/ carer's appearance or dress, personal factors will be taken into consideration, on a case-by-case basis, when addressing the concern.
- 4.12. If a parent/ carer persistently displays unacceptable and inappropriate behaviour, this may result in them being barred from the school premises, in line with section 5 of this policy.

5. Barring from the school premises

- 5.1. The school has the right to bar a parent/ carer from the premises to keep the school community safe.
- 5.2. If a parent/ carer is displaying inappropriate or concerning behaviour, they will be asked to leave the school premises.
- 5.3. Behaviour that could result in a parent/ carer being asked to leave the premises includes aggressive, abusive, or insulting behaviour or language that is a risk to staff or pupils, or behaviour that is making staff or pupils feel threatened. This list is not exhaustive.

- 5.4. If a parent/ carer persistently or consistently behaves inappropriately on the school site, or there is a one-off incident of extremely inappropriate behaviour, the school reserves the right to bar this individual from the school site.
- 5.5. The school will either:
- Bar the parent/ carer temporarily, until the parent/ carer has had the opportunity to formally present their side.
 - Inform the parent/ carer that they intend to bar them and invite them to present their side.
- 5.6. The headteacher will send a letter to the parent/ carer, informing them of the following information:
- The allegation which has led to the temporary barring or why they may face a barring.
 - The nature of the bar, i.e., if they are temporarily barred pending their representation or if they must present their side before the decision to bar can be made.
 - That they have the right to formally express their views on the decision to the barring in writing to the chair of governors within 10 working days
- 5.7. The headteacher's decision to bar the parent/ carer will be reviewed by the chair of governors.
- 5.8. The chair of governors will take account of any representations made by the parent/ carer and decide whether to uphold or remove the bar.
- 5.9. The parent/ carer will be notified in writing of the decision to uphold or remove the bar.
- 5.10. If the decision is confirmed, the parent/ carer will be notified in writing, explaining:
- How long the bar will be in place.
 - When the decision will be reviewed.
- 5.11. Decisions to bar will be reviewed at the end of the agreed timescale, in line with the process outlined above.
- 5.12. Following a review, the bar may be lifted or, if there are grounds for continued concern regarding the parent/ carer's conduct, it may be extended.
- 5.13. Once the appeal process has been completed, parents/ carers that remain barred may be able to apply to the Civil Courts. If a parent/ carer wishes to exercise this option, they should seek independent legal advice.

6. Monitoring and review

- 6.1. This document will be reviewed on an annual basis by the headteacher, and any changes made will be communicated to all parents/ carers and staff at the school.
- 6.2. The next scheduled review date for this document is January 2027.

Parent/ Carer Code of Conduct Agreement

I understand my obligations under this code of conduct and agree to comply fully with them. I will ensure that my conduct does not breach this code in any way, including not:

- Being abusive or threatening to any member of the school community.
- Dressing in an inappropriate manner.
- Behaving inappropriately or aggressively in any way.
- Being discriminatory towards any member of the school community.
- Trespassing on the school property.
- Smoking, drinking alcohol or taking any illegal or harmful substances on the school premises.
- Using a mobile phone whilst on school premises.
- Sending inappropriate, abusive, or aggressive messages to school staff.
- Requesting to 'follow' or 'friend' school staff on social media.

All parents/carers should agree and comply with this policy.

This document is shared with all parents and carers annually.

We expect all parents and carers to agree and adhere to this policy. If you wish to contest any point in this document, please put your comments in writing to admin@ravensdalei.derby.sch.uk before Monday 1st February 2026.