

Connect Academy Trust
Parent, Carer and Visitor Code of Conduct

Approved by the ELT of
Connect Academy Trust, September 2026

Version	Date	Detail
1	May 2024	Newly adopted policy
2	Sept 2026	Updated in line with 2026 DfE guidance

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Statement of Intent

At Connect Academy Trust, we strive to build a strong relationship with parents and 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 Trust and each school implements a specifically designed set of rules regarding behaviour and conduct which parents/carers and visitors are expected to act in accordance with.

All Connect Academy Trust staff members and volunteers 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 may result in individuals being removed from the premises. This includes emails, social media or similar methods of communication. Parents/carers and visitors who do not follow this approach and policy, may be reported to the police and/or banned from school premises.

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

9 Protected Characteristics

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

Communication

The school or Trust will respond to any communication from parents/ carers in a timely manner and will try to do this within 5 school days.

Legal framework

This document has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

- Education Act 2011

- Education Act 1996
- Children Act 2004
- DfE (updated annually) 'Keeping children safe in education'.
- DfE (2018) 'Controlling access to school premises
- DfE (2026) 'Preventing and tackling the bullying and harassment of school staff'
www.gov.uk/government/publications/preventing-and-tackling-bullying-and-harassment-of-school-staff/preventing-and-tackling-the-bullying-and-harassment-of-school-staff

This document operates in conjunction with the following school policies:

- Complaints Procedures Policy
- Social Media Policy
- Child Protection and Safeguarding Policy
- Alcohol and Smoking Policy

Expectations

Connect Academy Trust expects parents/carers and visitors to:

- Act in accordance with this code of conduct at all times.
- Respect the values and ethos of all schools and Connect Academy Trust.
- Set a good example to pupils through their conduct and behaviour, including the way they interact with staff, pupils and other adults.
- Work together respectfully with staff members for the benefit of their child and to resolve any issues of concern.
- Treat all governors, trustees, staff members, pupils, other parents, carers and any members of the school community with dignity and respect.
- Correct their child's behaviour / conduct appropriately, particularly on the school grounds, or on the way to / from school, where it could otherwise lead to conflict or aggressive or unsafe behaviour for themselves or others.
- 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.

Parents, carers and visitors are required to act in accordance with all relevant school policies and procedures at all times including, but not limited to, the following:

- Complaints Procedures Policy
- Social Media Policy
- Child Protection and Safeguarding Policy
- Alcohol and Smoking Policy

Parents, carers and visitors can request copies of all relevant policies and procedures from the school office.

If a parent or carer asks to record a meeting, for example, as a reasonable adjustment, our expectations are that:

- recording is subject to the consent of all parties
- any recording must not be used in ways that cause harm, distress or intimidation

Inappropriate behaviour

Connect Academy Trust takes instances of inappropriate behaviour very seriously and will not tolerate any circumstances that may make pupils, staff members and other members of the school community feel threatened.

Parent, carer and visitor behaviour that the Trust and each of its school does not tolerate includes, but is not limited to, the following:

- Using foul, abusive, threatening or offensive language
- Raising voices inappropriately at another individual
- Making racist, sexual or any inappropriate comments
- Using aggressive hand gestures, e.g. raising fists and fingers
- Discriminating against any member of the school community, including pupils, staff, trustees, governors and other parents / carers and visitors
- Bullying, harassment, threats or intimidation, including physical, verbal and sexual abuse offline and online.
- Sending abusive, aggressive 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 or similar
- 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/vaping 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.
- Being under the influence of drugs or alcohol when on the school premises
- Taking photographs or videos on the school premises without permission from the school
- Dropping litter on the school site.
- Driving unsafely within the vicinity of the school
- Bringing dogs onto the school premises (other than assistance dogs or the school dog), unless specifically authorised by the school SLT or Trust
- Any behaviour or actions which staff perceive as being negative or inappropriate.

Managing inappropriate behaviour

If a parent, carer or visitor 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. If the behaviour is directed at the headteacher, a report will be made to the Trust Executive Leadership Team.

Parents, carers and visitors should raise concerns regarding another parent/carer's behaviour or conduct directly with their child's class teacher or the school office and should not approach the parent/carer themselves.

Instances of Parent, carer or visitors displaying inappropriate behaviour will be managed in a variety of ways, depending on the severity of the situation.

When a parent, carer or visitor has behaved inappropriately, they will be contacted by the headteacher or senior member of staff to discuss their behaviour and to attempt to resolve the issue quickly. Where this initial contact 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:

- Banning the parent/carer from the school premises
- Contacting the police
- Seeking legal redress through the courts
- Restricting the parent's/carer's channels of communication to the school, e.g. no longer allowing the parent/carer to send emails to a staff member directly.
- Reporting content 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.
- Initiating the process of establishing a restraining order

If the behaviour is directed at the headteacher, a report will be made to the Trust Executive Leadership Team who will consider what further action may be required.

Any child protection and safeguarding concerns will be addressed in accordance with the Child Protection and Safeguarding Policy.

The school & Trust reserve the right to escort anyone off the premises who is displaying aggressive or disruptive behaviour. The police may be contacted to provide advice on managing an incident or to assist in the removal of an individual from the premises, where necessary. The police will be contacted where a parent is being violent or has committed assault, or where the event has caused harm to an individual.

If a parent has been previously banned 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.

If a parent, carer or visitor persistently displays unacceptable and inappropriate behaviour, this may result in them being banned from the school premises.

Banning from school premises

The Trust has the right to bar a parent, carer or visitor from the premises to keep the school community safe. If a parent, carer or visitor/carer is displaying inappropriate or concerning behaviour, they will be asked to leave the school premises immediately. 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.

If a parent, carer or visitor/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.

The school will either:

- bar them temporarily, until the individual has had the opportunity to formally present their side.
- tell them they intend to ban them and invite them to present their side by a set deadline.

The headteacher or Trust will send a letter to the parent, carer or visitor/carer, informing them of the following information:

- Why they have been temporarily banned or face a potential ban.
- The nature of the ban, i.e. if they are temporarily banned pending their representation or if they must present their side before the decision to ban can be made.
- That they have the right to formally express their views on the decision to ban in writing to the Trust Governance Professional within 10 working days.

The school or Trust will take account of any representations made by the parent, carer or visitor/carer and decide whether to confirm or lift the ban. The parent, carer or visitor/carer will be notified in writing of the decision to uphold or lift the ban.

If the decision is confirmed, the parent, carer or visitor/carer will be notified in writing, explaining:

- How long the ban will be in place.
- When the decision will be reviewed.

Decisions to ban will be reviewed at the end of the agreed timescale, in line with the process outlined above. Following a review, the ban may be lifted or, if there are grounds for continued concern regarding the parent, carer or visitor's/carer's conduct, it may be extended.

Once the review process has been completed, parent, carer or visitors who remain banned may be able to apply to the Civil Courts. If a parent, carer or visitor/carer wishes to exercise this option, they will be advised to seek independent legal advice.

Monitoring and review

This document will be reviewed on an annual basis by the Trust Board and any changes made will be communicated to all parent, carer or visitors and staff at the school.

All parents and carers are provided with a copy of this code of conduct upon their child's attendance at the school and are required to familiarise themselves with the procedures and guidelines outlined. Visitors can view this online or ask the school Reception for a copy.

Appendix 1-Letter –Parent/Carer and visitor Code of Conduct Explanation

Private and Confidential

Dear Parent/Carer or visitor

DATE

At Connect Academy Trust we strive to build strong relationships with parents/carers and visitors and create a safe and secure learning environment for our pupils. To aid with this, there is a Parent Code of Conduct in place, and we ask all parents associated with the school to familiarise themselves and act in accordance with these expectations.

The Parent/carers and visitor Code of Conduct outlines the manner in which all parents/carers and visitors are expected to conduct themselves, and the types of behaviour that are not tolerated by the trust and may result in further action. It also includes information on how poor parent/carers behaviour will be formally handled, including how the barring from school premises process works.

Our expectations of parents/carers and visitors include:

- Setting a good example to all pupils in the way they behave, communicate and dress when on the school premises.
- Working together with staff members for the benefit of their child to resolve any issues or concerns.
- Treating all school personnel, pupils and other parents/carers and visitors with dignity and respect.
- Correcting any of their child's poor behaviour, especially where it could lead to conflict, or aggressive or unsafe behaviour.
- Respecting the school's property and keeping it clean and tidy.
- Adhering to the school's road and parking rules, and the procedures for picking up and dropping off children at school.
- Dressing in an appropriate manner when on the school premises.
- Remaining calm, sensitive and respectful towards others when on the school premises.
- Ensuring they do not smoke or vape while on the school premises, and do not enter the school premises in possession, or under the influence, of drugs or alcohol.
- Keeping pets off the school premises.
- Not taking photographs or videos on the school premises without express permission from the school.

We would also like to make you aware that should you have any concerns about another parent's/carers behaviour which you feel is in breach of our Parent/Carer Code of Conduct, you must speak with the headteacher as soon as possible – we ask that you do not address this with the parent/carers directly, in order to avoid putting yourself at unnecessary risk. Poor parent behaviour on the school premises or towards a pupil or member of staff will be handled by the school directly.

Should you have any queries about the contents of the Parent/Carer Code of Conduct, the Parent/Carer Code of Conduct Agreement, or need help reading or accessing these documents, please contact the Trust Governance Professional at admin@connectacademytrust.co.uk at your earliest convenience.

Yours sincerely,

Connect Academy Trust

Appendix 2:

Private and Confidential

Parent/Carer and Visitor Code of Conduct

Incident Report Form

School:			
Date of incident:		Time of incident:	
		Details of person reporting incident	
Name:		Position:	
		Details of person assaulted/verbally abused (if appropriate)	
Name:		Position (if member of staff)	
Department/Class:			
		Details of perpetrator(s) (if known)	
Name:		Context in which known (parent, contractor, etc.)	
		Details of incident:	
		Impact of incident:	
Type of incident:		<i>(e.g. verbal assault, physical assault, nuisance)</i>	
Location of incident:			
Details of incident:	<i>(describe incident, including, where relevant, events leading up to it; relevant details of trespasser/assailant not given above; if a weapon was involved, who else was present)</i>		
Witnesses:	<i>(name, relation to incident (e.g. parent/student/staff member) and contact details)</i>		

Outcome:		<i>(e.g. whether police called; whether trespasser was removed from premises under section 547; whether parents contacted; what happened after the incident; any legal action)</i>
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This form should be returned to the Headteacher or the Executive Leadership team of Connect Academy Trust.

Appendix 3- Letter-Formally warning a Parent/Carer or visitor before implementing a ban.

Sample warning letter that may be sent to a parent, carer or visitor. The actual wording may need to be amended dependent on the circumstances.

Private and Confidential

Dear <<insert name>>

I have received a report about your conduct on <<enter date>> and <<enter time>> when you [add summary of the incident and of its effect on staff, pupils, other parents].

I must inform you that <<enter school name>> will not tolerate conduct of this nature on its premises and will act to protect and support its staff and pupils.

This letter serves as a written warning, in accordance with our Parent and Visitor Code of Conduct. I must inform you that any repetition of such behaviour could lead to an immediate withdrawal of permission for you to enter the school premises.

Should you wish to discuss the content of this letter, please make an appointment to see me via the school office.

Yours sincerely,

Appendix 4-Letter- formally implementing a ban from site.

Private and confidential

Dear <<insert name>>

I have received a report about your conduct on <<enter date>> and <<enter time>> when you [add summary of the incident and of its effect on staff, pupils, other parents].

I note that you have had a written warning about your conduct in the past.

I must inform you that <<enter school name>> will not tolerate conduct of this nature on its premises and will act to protect and support its staff and pupils.

Whilst this is being further investigated, I have decided that you may not be present on the school premises, unless for a pre-arranged meeting, from now until <<insert date>>, when the situation will be reviewed. The withdrawal of permission for you to enter the school premises takes effect immediately and includes all school buildings, playgrounds and fields.

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.

For the duration of this decision, you may bring your son(s)/daughter(s) [complete as appropriate] to school and collect them/him/her [delete as appropriate] at the end of the school day, but you must not go beyond the school gate.

Arrangements have been made for your son(s)/daughter(s) (insert child/rens names) to be collected, and returned to you, at the school gate by a member of school staff.

To enable me to take a decision on this matter, please send me any written comments you wish to make by <<insert date – 10 school days from 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 your case.

Yours sincerely,

Appendix 6: Ban from site model letter for parent/ carer or visitor.

Private and confidential

Sample ban letter that may be sent to a parent, carer or visitor. The actual wording may need to be amended dependent on the circumstances.

Private and confidential

Dear <<insert name>>

I write to you with regard to my letter dated <<insert date>> requesting your account of the events described in that letter and asking you to explain the position from your point of view. [Delete as appropriate] I have met with you to discuss the concerns/ I have not received a written response from you/I have received a letter from you dated [date], the contents of which I have carefully considered.

In the circumstances, and after further consideration, I have determined that the decision to withdraw permission for you to come onto school premises should be confirmed. I am therefore instructing that, until further notice, you are not to come onto the school premises without prior knowledge and approval. If you do not comply with this instruction, I shall arrange for you to be removed from the premises. If you cause a nuisance or disturbance on the premises, you may 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.

Even though we have taken this decision, the staff at <<insert school name>> remain committed to the education of your child(ren), who must continue to attend school as normal under the arrangements set out in my previous letter.

This decision will be reviewed again <<(insert review date which should be a reasonable period and no longer than 6 months)>>.

Yours sincerely,

Appendix 7: courtesy letter to parent/carers or visitor

Date:

Dear

I understand you came into school to speak to.....

Whilst we are happy to listen to your concerns, please be advised that, in the interests of all concerned, in future we request that you present these in a constructive, courteous manner, and in a mutually convenient, and appropriate time and place.

As I am sure you will appreciate, all staff have the right to be treated with respect and courtesy.

Ultimately, we all have the same goal of providing a good education for all children, including your child (or children), and therefore a spirit of cooperation is very important.

Yours sincerely