Policy Document for: Parent, Carer and Visitor Code of Conduct

Due for Review on : Autumn 2027

Statement of principles

The Trustees of Bourne Alliance MAT (BA MAT) encourage close links with parents and the community. We believe that pupils benefit when the relationship between home and school is a positive one. The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school.

In our Trust schools, we believe it's important to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, staff and parents
- Model appropriate behaviour for our pupils at all times

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and pupils (through our school behaviour policies). This code of conduct aims to help the schoolwork together with parents by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)
- Carers for looked after children

Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our schools
- Work together with staff in the best interests of our pupils
- To trust that the school and its staff manage behaviour and learning in a professional manner with the best interest of everyone.
- Responsibly monitor and control parental filtering and age-appropriate controls for social media, gaming and online content
- Reinforce safe online behaviours at home, including preventing access to harmful content such as online misogyny, hate-based material, extremist content, AI-generated sexual imagery and deepfakes
- Approach the school with a concern directly rather than posting on social media
- Treat all members of the school community with politeness, dignity and respect – setting a good example with speech and behaviour particularly in front of children
- Seek a peaceful solution to all issues
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern
- Reinforce the school's policy on behaviour;
- Respecting the learning environment appropriately (both in school and off site);
- Treat all members of the local community with respect - parking with consideration and respect for others when delivering and collecting children from school.
- Working together with teachers for the benefit of children. This includes approaching the school to resolve any issues of concern and to discuss and clarify specific events in order to bring about a positive solution;
- No parents, carers, visitors can bring hot drinks into the school unless these have a covered lid. This is

for health and safety reasons. Additionally, children cannot bring any hot drinks into the school at all. (Added Dec 2024)

- Follow the policies and procedures for the schools as part of enrolling their child/ren into the school
- Follow the Attendance policy set out by the Trust which is written to the Department for Education statutory guidance
- Support the school's safeguarding approach for gender-questioning pupils, including not sharing information online, not pressuring staff, and not engaging in social-media campaigns

Behaviour Policy Expectations

BA MAT follows the DfE *Behaviour in Schools* guidance (2022). Parents and carers must support the school's behaviour approach, including restorative practices where used. Parents must not undermine staff decisions relating to behaviour, sanctions or consequences, and must not pressure staff to change or remove sanctions.

Parents must not encourage pupils to retaliate, confront other children, or "sort it out themselves", as this increases the risk of escalation and harm. All behaviour concerns must be raised directly with staff so they can be addressed appropriately.

Safeguarding

All BA MAT schools follow statutory safeguarding guidance including KCSIE 2026, Working Together to Safeguard Children, the Prevent Duty, the DfE Filtering & Monitoring Standard (2023), and all relevant DfE guidance.

Parents and visitors must:

- Follow all safeguarding instructions given by staff
- Not attempt to bypass school filtering or monitoring systems (including hotspotting or tethering personal devices)
- Not record pupils or staff without permission
- Not share information about vulnerable pupils (SEND, young carers, gender-questioning pupils, children with medical conditions) online or with other parents
- Report safeguarding concerns directly to the school rather than posting online
- Support the school by ensuring that children who bring in a mobile phone (such as when walking to school) know and follow school procedures for handing their phone in at the start of the day and where to collect it as they leave school. For safeguarding reasons no mobile phones are permitted to be held by children once they arrive on site. If your child has a medical reason for this please speak to the Head.

Families and pupils with known or suspected food or other allergies

In line with Benedicts Law (September 2026) we request that all families let us know in advance if their child, or a member of the family which comes on site has a known or suspected serious allergy. If this is an adult, please let us know if they carry an Allergy Auto Injector (Epipen or similar).

Searching, Screening and Confiscation

BA MAT schools follow the Department for Education's *Searching, Screening and Confiscation* guidance (2023). Parents and carers must understand that staff may search a pupil's belongings or device if there is a safeguarding concern, including incidents involving bullying, online harm, sexual harassment, AI-generated imagery or serious behaviour concerns. Parents must not obstruct or challenge staff during a lawful search, must not demand access to other pupils' devices or data, and must not encourage pupils to hide, delete or destroy evidence. Staff may retain or delete digital content if it poses a safeguarding risk, in line with statutory guidance.

Mental Health Safeguarding

In line with the DfE *Mental Health and Behaviour in Schools* guidance (2018), parents and carers must not share content online that could harm a child's mental health or emotional wellbeing, including content that increases anxiety, fear, distress or humiliation. Parents must engage with the school when mental-health concerns arise and must not dismiss or minimise concerns raised by staff. Parents must support the school's approach to promoting positive mental health and must not post or circulate material that could negatively impact a pupil's wellbeing.

Supporting Pupils with Medical Conditions

BA MAT follows the DfE guidance *Supporting Pupils with Medical Conditions* (2017). Parents and carers must follow all instructions given by staff during any medical or first-aid incident on site. Parents must not share medical information about other pupils, must not pressure staff to disclose medical details, and must respect the privacy and dignity of pupils with medical needs. Parents must support the school's procedures for managing medical conditions, including emergency plans, allergy protocols and staff-led responses during incidents.

Behaviour that will not be tolerated

The following behaviours are not acceptable on school premises or in interactions with the school community:

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language – in writing or face to face
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Threatening another member of the school community including parents and children. This may be reported to the Police
- Sending abusive messages to another member of the school community, including via text, email or social media – this includes parent Whatsapp groups
- Naming other pupils, staff and parents on messages online or other means to other parents or social media
- Attaching an air tag/tracking device to a pupil for a trip or event. For safeguarding and privacy reasons, tracking devices are not permitted
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally, physically or written) towards another child or adult whilst on school premises
- Disciplining another person's child whilst on the school premises – please bring any behaviour incidents to a member of staff's attention
- Smoking (including vaping and e-cigarettes) or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Damaging or destroying school property;
- Coming into the school site whilst intoxicated
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than guide dogs)
- Parking without due concern for the health and safety of others and acting responsibly whilst in the car on the school site (where parking on site is allowed) or on public roads nearby such as blocking residents driveways, blocking in other vehicles or parking on their driveways or protected parking spaces. This also includes parking in such a way that it would endanger other road users or passers by
- Approaching, chastising or threatening other children or parents off-site. This could result in another parent deciding to take police action
- Sharing or promoting violent content, extremist material, misogynistic content or hate-based online content
- Sharing information about gender-questioning pupils, SEND pupils or vulnerable children online
- Attempting to influence school decisions through online campaigns

Smart-recording devices (Meta glasses, Ray-Ban Meta, wearable cameras)

Smart-recording devices (including Meta glasses, Ray-Ban Meta, or any wearable device capable of live-streaming, photographing or audio/video recording) are not permitted on any BA MAT school site. These devices pose significant safeguarding, privacy and data-protection risks, including covert recording, AI-generated reproduction of images, and unauthorised sharing. Any parent, carer or visitor wearing or using such a device will be asked to remove it immediately. Continued use may result in removal from the premises and further action.

AI-generated or digitally altered inappropriate images

Parents, carers and visitors must not use artificial intelligence (AI), image-editing software, deepfake tools, nudification apps or any similar technology to create, alter, manipulate or generate inappropriate, intimate or sexualised images of any pupil, staff member or member of the school community. KCSIE 2026 makes clear that digitally altered or wholly AI-generated intimate images of under-18s are treated in the same way as real nudes/semi-nudes and may constitute child sexual abuse material (CSAM). Creating, possessing or sharing such content is illegal and will result in immediate referral to the Police/CEOP. Any incident involving AI-generated imagery will be treated as a safeguarding concern and managed under the school's child-on-child abuse and online safety procedures.

Sharing Inappropriate or Personal Information About Children

Parents and carers must not share any personal, sensitive or inappropriate information about children online. This includes posting or forwarding messages, screenshots, rumours or comments about any pupil or incident on WhatsApp, social media or private messaging groups. Sharing information about children in this way can be upsetting, unsafe and may become a safeguarding concern. Any incident of sharing inappropriate content will be managed in line with KCSIE 2026 and may be reported to the Police or CEOP if necessary.

The above behaviours on school premises or online will be reported to the appropriate authorities and Governors may prohibit an offending adult from entering the school grounds to safeguard our school community.

We trust that parents, carers and visitors will fully support this Code of Conduct.

Breaching the code of conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent
- Invite the parent into school to meet with a senior member of staff or the Head of School/Head teacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the Trust legal representative regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site

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 rests with the Head of School/Head Teacher.

Procedure to be followed

If a parent/carer behaves in an unacceptable way towards a member of the school community, the Head of School or appropriate senior staff will seek to resolve the situation through discussion and mediation. Staff will not continue discussions when a parent/carer is behaving in an unacceptable manner, and this will politely be made clear to the parent/carer. If necessary, the school's complaints procedures should be followed.

Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, abuse or prejudice-based harm (including racism, misogyny, sexism, homophobia, ableism or faith-based prejudice),a parent or carer may be banned by the Head Teacher/Head of School from the school premises for a period of time, subject to review.

Following an incident of unacceptable behaviour, the following steps will be taken:

- The parent/carer will be informed, in writing, that he/she is required to arrange any future meetings with staff in advance via the office, and meetings will be attended by a senior member of staff. Further incidents of unacceptable behaviour may result in a ban from the premises. Each case will be reviewed; the time frame is dependent on the length of the ban

Following a further incident, or after an initial extreme act of violence or abuse (including racism):

- The parent/carer will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that police involvement or an injunction application may follow
- Further incidents, or an initial extreme act, may result in a ban.
- Where an assault has led to a ban, a statement indicating that the matter has been reported to the Local Authority and the Police will be included
- The Chair of the Board of Trustees will be informed of the ban
- Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

Using swearing or derogatory language around children and staff

Whilst such behaviour may be the norm for some of our families, this is not the case for all children. We request that adults on school grounds do not swear or use derogatory, discriminatory or hate-based language in the presence of children or staff. This includes racial, sexist, misogynistic, homophobic, ableist or faith-based language.

Aggressive behaviour towards staff

On the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal and or physical abuse towards members of school staff or the wider school community.

The Trustees expect and require its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self defence.

We expect parents and other visitors to behave in a reasonable way towards members of school staff. This policy outlines the steps that will be taken where behaviour is unacceptable. Types of behaviour that are considered serious and unacceptable and will not be tolerated may include:

- shouting at members of the school staff, either in person or over the telephone;
- physically intimidating a member of staff, e.g. standing very close to her/him;
- the use of aggressive hand gestures;
- threatening behaviour;
- shaking or holding a fist towards another person;
- swearing at staff, either in person or over the telephone;;
- pushing;
- physically grabbing hold of a member of staff;
- hitting, eg slapping, punching and kicking;
- spitting;
- Discriminatory or derogatory comments of any kind;
- breaching the school's security procedures.

The school will use guidance from Health & Safety Executive on RIDDOR reporting for a physical act of violence where a member of staff sustains a specific injury. See the first aid policy held on the school websites.

This is not an exhaustive list but seeks to provide illustrations of such behaviour. **Unacceptable behaviour may result in the police being informed of the incident.**

Social Media Use and online behaviours by Parents and Carers

For the purposes of this policy, social media refers to any interactive platform including but not limited to social networks, internet forums and blogs.

Social media is widely used, however in some instances it is being used increasingly to fuel campaigns and complaints against schools, Heads, school staff, and in some cases other parents/pupils. BA MAT considers the use of social media websites being used in this way as unacceptable and not in the best interests of the children

or the whole school community. Any concerns you may have must be made through the appropriate channels by speaking to the Class Teacher in the first instance.

The Trust considers the following examples to be inappropriate uses of social media, however this is not an exhaustive list:

- Making allegations about staff or pupils or cyberbullying
- Making complaints about the school or its staff
- Making defamatory statements about the school or its staff
- Putting negative / offensive comments about specific pupils / staff at the school
- Posting racist, misogynistic, sexist, homophobic or derogatory comments
- Posting comments which threaten violence
- Publicly humiliate any member of the school community
- Share information about vulnerable pupils
- Posting negative comments about other children or parents

In the event that any pupil or parent/carer of a child/ren being educated at any BA MAT school is found to be inappropriate comments on Facebook or other social media, they will be reported to the appropriate 'report abuse' section of the site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. The school will also expect that any parent/carer or pupil removes such comments immediately. The police may be contacted where the school feels it appropriate, for example of it considers a crime has been committed.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly, is the issue of cyber bullying and the use by any member of the school community to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying.

This is further clarified in **the Safely using digital devices and social media for Parents & Pupils** policy which is on the school websites.

Conclusion

The police may themselves take action where behaviour is unacceptable or there are serious breaches of our home-school agreement or health and safety legislation.

In implementing this policy, the Trust will, as appropriate, seek advice from our legal advisers and the Local Authority's education and health and safety departments, to ensure fairness and consistency.

By signing this you agree to this code of conduct on any and all of our school sites.

Signed by:

Parent/carer of:

Date: