Perryfields Enterprise Academy Trust
Parent Code of Conduct Policy

Adapted From:	Juniper Model Policy
Review Date:	September 2026
Approved By:	PEAT Board
Approved Date:	15th October 2026
Review:	Every 3 years
Next Review Date:	September 2029
Communicated to Staff	By: Email Date: 03/11/2026

SUMMARY OF CHANGES – SEPTEMBER 2026	
Section	**Detail**
	New Policy

Parent Code of Conduct

Perryfields Junior School

At Perryfields Junior School, we believe that a strong partnership between home and school is essential for our children's success. We are committed to treating all parents and carers with respect, and we ask that you extend the same courtesy to our staff, other parents, and pupils.

This code of conduct sets out our expectations for parent behaviour and the steps we will take if these expectations are not met.

Our Expectations

We expect all parents, carers, and visitors to:

Communicate Respectfully
- Speak politely and calmly to all staff, whether in person, on the phone, or in writing
- Use appropriate language at all times
- Raise concerns through the proper channels outlined in our communication guide
- Allow staff time to respond within our published timescales (48 hours for calls/emails, 5 working days for documents)

Behave Appropriately on School Premises
- Respect the school environment and the safety of everyone in it
- Follow staff instructions, including those related to safeguarding and health and safety
- Not use threatening, aggressive, or abusive behaviour towards any member of the school community
- Not approach other people's children to discuss issues or reprimand them
- Respect the school's decision-making processes, even when you disagree

Support School Policies
- Work with staff to resolve issues constructively
- Respect confidentiality and data protection
- Not use social media to publicly criticise the school, staff, or other parents
- Follow our complaints procedure if you are dissatisfied with any aspect of school life

Model Positive Behaviour
- Remember that children learn from adult behaviour
- Be a positive role model in your interactions with the school community

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Unacceptable Behaviour

The following behaviours will not be tolerated:

Verbal or Written Abuse
- Shouting, swearing, or using offensive language
- Making threats or intimidating remarks
- Sending aggressive, abusive, or threatening emails or messages
- Making malicious allegations against staff

Physical Abuse
- Any form of physical violence or intimidation
- Threatening gestures or behaviour
- Damaging school property

Harassment

- Repeatedly contacting staff outside of agreed communication channels or timescales
- Persistent complaints that have already been addressed through the proper procedures
- Using social media to harass, defame, or publicly criticise staff or other parents
- Approaching staff in public places to discuss school matters

Disruptive Behaviour

- Refusing to leave school premises when asked
- Disrupting school activities or events
- Approaching other people's children without permission
- Recording staff or other parents without consent while on school premises

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Consequences

We will take the following steps if parent behaviour does not meet our expectations:

Step 1: Informal Warning

- A member of senior leadership will speak to you about the concern
- We'll explain which behaviour was unacceptable and why
- We'll remind you of our expectations going forward
- This conversation will be documented

Step 2: Formal Written Warning

- If unacceptable behaviour continues, you'll receive a formal written warning from the Headteacher
- The letter will specify:
    - The behaviour of concern
    - The impact on staff and/or the school community
    - What we expect going forward
    - What will happen if the behaviour continues
- This warning will remain on file

Step 3: Restricted Access

Depending on the severity or persistence of the behaviour, we may:

- **Limit communication methods**: Require all contact to be in writing only, or through a designated member of staff
- **Restrict site access**: You may be asked to drop off and collect your child at a specific location (e.g., the school office) rather than entering the playground
- **Ban from events**: You may not be permitted to attend school events such as assemblies, sports days, or parents' evenings (alternative arrangements will be made for you to receive information about your child)
- **Require appointments**: You may only visit the school by pre-arranged appointment

These restrictions will be confirmed in writing and will be reviewed regularly (typically after one term).

Step 4: Formal Ban from School Premises

In serious cases, or where previous steps have not resolved the issue, we may:

- Issue a formal ban preventing you from entering the school site
- This will be confirmed in writing by the Headteacher

- Alternative arrangements will be made for your child to be dropped off and collected safely
- The ban will be reviewed after a specified period (typically one term or one academic year)
- You will have the right to appeal this decision to the governing body

Step 5: Legal Action

In the most serious cases, we may:

- Report incidents to the police (e.g., threats, violence, harassment)
- Seek legal injunctions to prevent contact or access
- Pursue prosecution for criminal behaviour

Immediate Action for Serious Incidents

In cases involving violence, threats of violence, or other serious safeguarding concerns, we may:

- Immediately ban you from the premises without prior warning
- Contact the police
- Take legal action

Your child's education will not be affected by any action taken regarding parent behaviour.

Your Right to Appeal

If you receive a formal written warning, restricted access, or a ban, you have the right to appeal by:

1. Writing to the Chair of Governors within 10 school days of receiving the decision
2. Explaining why you believe the decision was unfair or disproportionate
3. Providing any additional information or context

The governing body will review your appeal and respond within 15 school days. Their decision is final.

How to Raise Concerns Appropriately

We understand that you may sometimes feel frustrated or worried about your child. If you have a concern:

1. **Contact your child's class teacher first** (via email or phone message to the school office)
2. **Allow 48 hours for a response**
3. **If you're not satisfied**, contact the Headteacher
4. **If the issue is still unresolved**, follow our formal complaints procedure (available on our website)

We are always willing to listen and work with you to resolve issues, as long as communication remains respectful.

Support for Parents

We recognise that sometimes parents may be dealing with difficult personal circumstances. If you're finding it hard to manage your emotions when communicating with school, please let us know. We can:

- Arrange for a neutral person to attend meetings with you
- Provide additional time to discuss concerns
- Signpost you to external support services
