



Byrchall High School Parent Code of Conduct

Approved by:	P Paul	Date: September 2025
Last reviewed on:	Summer 2025	
Next review due by:	Summer 2026	

1. Purpose and Scope

At Byrchall High School we believe it is 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 behaviour policy).

This code of conduct aims to help the school work 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)

2. Our Expectations of Parents and Carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school
- Work together with staff in the best interests of our pupils
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- 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

A reminder notice will be displayed in reception.

3. Definition of Unacceptable Behaviour

Types of behaviour that are considered serious and unacceptable and will not be tolerated include:

- shouting at members of the school staff, either in person or over the telephone;
- physically intimidating a member of staff, e.g. by standing very close to her/him;
- the use of aggressive hand gestures;
- threatening behaviour which can include mail, email, social media or press content;
- shaking or holding a fist towards another person;
- swearing;
- pushing;
- hitting, e.g. slapping, punching and kicking;
- spitting;
- breaching the school's security procedures.
- 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 or in writing) towards another child or adult

- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than guide dogs)

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

4. The Legal Framework

- Section 547 of the Education Act 1996 makes it an offence for any person to be on school premises to cause or permit a nuisance or disturbance and allows for the removal and prosecution of any person believed to have committed an offence.
- A parent of a child attending a school normally has implied permission to be on school premises at certain times and for certain purposes, but if the parent's behaviour is unreasonable, this permission may be withdrawn.
- This also applies to all other individuals invited into the school for other reasons
- Parents, carers or other visitors exhibiting unacceptable behaviour could have a ban which prevents access to the school premises imposed on them.
- Should they ignore this ban, they would then become a trespasser on the school site.
- The Governing Body, in conjunction with the Headteacher and Trust, will take the lead in authorising the removal of a person believed to be causing a nuisance or disturbance, and, if necessary, will bring legal proceedings against them.

Unacceptable behaviour by parents, carers or visitors may result in the Local Authority and the police being informed.

5a 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 in to school to meet with a senior member of staff or the headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from our legal team 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 headteacher.

The headteacher will consult the chair of governors before banning a parent from the school site.

5b Dealing With Incidents

If a parent/carer/visitor behaves in an unacceptable way towards a member of the school community, the Headteacher or appropriate senior staff will assess the level of risk before deciding on a future course of action.

- The Headteacher/senior leader may seek to resolve the situation through discussion and mediation.
- This may include meeting the parent, clarifying the school's expectations and agreeing strategies to manage future incidents.
- If necessary, the school's complaints procedures will be followed.
- Where all procedures have been exhausted and aggression or intimidation continues OR where there is an extreme act of violence then further action may be taken including banning the individual from school premises.
- In some circumstances, the individual would be advised in writing by the Headteacher that following the incident of unacceptable behaviour, a ban is being considered. They would then be given an opportunity to explain their actions, after which a decision would be made about imposing the ban.
- In more serious circumstances a parent/carer or visitor may be banned from the school premises by the chair of governors for a specified period of time, subject to review.
- In this situation the parent/carer/visitor will be given an opportunity to explain their behaviour, after which a decision will be taken to confirm, remove or extend the ban.
- If after a ban has been imposed, and the individual comes on to school premises, the Police would be called immediately.
- The Governing Body would then decide, in conjunction with the Local Authority whether to consider taking out a Court Injunction preventing this from happening again.
- Throughout this process thorough record keeping is critical

5c Banning Procedures

In imposing a ban the following steps will be taken:

1. The parent/carer/visitor will be informed, in writing, that she/he is banned from the premises (subject to review) and of the consequences if the ban is breached.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported and the police will be included.
3. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.
4. A review date for consideration of the ban will be decided upon and communicated to the parent/carer/visitor.
5. Following the review the outcome will also be communicated to the parent/carer/visitor (Model letters for all the above steps can be found in the Appendix)

APPENDIX A

Inviting The Parent To A Meeting To Discuss Events

This could be helpful where a planned and structured meeting has either not been held before or has previously been productive. Skilled facilitators may need to be used. A full restorative meeting may be considered, but if it is not safe to bring all the parties together at a meeting, a restorative process can still take place through the exchange of information.

The safety and well-being of those attending such a meeting must be carefully considered. It is strongly recommended that members of school staff should be accompanied by at least one other colleague at any such meeting. Consideration should be given to the seating arrangements, and care taken to ensure exits cannot be blocked by a parent who could potentially become aggressive.

The main points of discussion and any agreed actions should be noted, and a follow-up letter sent to confirm the school's expectations and any agreed actions.

Clarifying to the parent what is considered acceptable behaviour by the school

In some instances it may be appropriate simply to ensure the parent is clear about behaviour standards expected by the school. This could be explained at a meeting, or by letter, however any verbal explanation should be followed by a written confirmation of the discussion and the standards of behaviour outlined.

Forming strategies to manage future situations of potential conflict

It is sometimes possible to identify situations of potential conflict and to plan for these in a way that minimises potential risks. For example, where a parent persistently engages in arguments with staff in corridors at the beginning or end of the school day, the parent could be informed that any discussions with school staff must be held by prior appointment.

Alternatively, the parent may be asked not to approach the teacher, but should instead arrange to meet the Headteacher (or other member of the senior leadership team), who will deal with their concerns.

In more serious cases a further option may be to advise the parent that in future their concerns should be dealt with by written communication. Any such arrangements should be confirmed in writing to the parent.

Withdrawing permission for the parent to enter the school site and/or buildings

In more serious cases of actual or threatened aggression/violence, or persistent abuse/intimidation, Headteachers may need to consider whether it is safe for the parent to continue to come onto the school site or enter the buildings.

Calling for Police Assistance

In an emergency, police assistance should be sought.

In cases where a ban is in place but is ignored and the person comes onto the school site, the police should be notified immediately. (Staff will need to be aware of the ban and have agreed procedures in place should the person come onto the school site).

In situations where there is no immediate threat to staff, pupils, other members of the school community or the school's property, Headteachers may still wish to make their local community police officer (e.g. neighbourhood support team, youth intervention officer) aware of the situation.

- The police could give consideration to warning the offender of formal action, which may include legal proceedings.

RECORD KEEPING

- There should be clear and detailed records of all events which must be kept up to date. Any witness statements (where appropriate) and notes of any subsequent meetings held to discuss the events should also be retained. Notes should be signed and dated.

INCIDENT FORMS

- Notes and copies of letters will be kept in a single 'Parent Conduct' file

APPENDIX B – Model Letters/Forms

UNACCEPTABLE BEHAVIOUR BY PARENT/CARER/VISITOR INCIDENT RECORDING FORM (PAGE 1 OF 2)

Date and time of incident	
Incident reported by	
Brief outline of incident <ul style="list-style-type: none">• Name of person causing incident• Status (parent/visitor etc.)• Description of incident• Location• Any injuries/harm	
Any possible contributory factors	
Details of any witnesses	
Witness statements attached? Y/N	
Is the perpetrator known to have been involved in any previous incidents? (if yes, give details)	
Were measures in place to try to prevent an incident of this type occurring? Could these be improved? If no measures were in place, could action be taken now?	
Name and contact details of police officer(s) involved. Incident number/crime reference number	
Any other relevant information	

Initial action/outcome	
Subsequent actions	
Form completed by (name and role)	
Date form completed	

Letter 1 Warning (sent by Headteacher)

Recorded delivery

Dear

I have received a report about your conduct at the school on (enter date and time). (Add factual summary of the incident and of its effect on staff, pupils, and other parents.)

I must inform you that the Governing Body will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils.

Therefore if, in the future, I receive any reports of conduct of this nature I will be forced to consider removing your licence to enter the school grounds and buildings. If you do not comply with that instruction I will be able to 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.

Nevertheless, 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 about your conduct. 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)**.

Yours sincerely

Headteacher
cc: Chair of Governors

Letter 2 Withdraw permission pending review

(sent by chair of governors)

Recorded delivery

Dear

I have received a report from the Headteacher ofSchool about your conduct on at

(add summary of incident and its effect on staff and pupils)

(optional reference to first letter from Headteacher)

I must inform you that the governors, in line with our policy, will not tolerate conduct of this nature on the school premises and will act to defend school staff and pupils.

On the advice of the Headteacher, I am therefore instructing you that until I have reviewed this incident, you are not to reappear on the school premises. 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 £500.

The withdrawal of permission for you to enter the school premises takes effect immediately and will be in place for 15 school days in the first instance. 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 that I have received from the Headteacher. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct. To enable me to take a decision on this matter, please send me any written comments you wish to make by (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.

I am copying this letter to the Headteacher and the Trust.

Yours sincerely

Chair of Governors

cc: Headteacher

cc: Chair of Trustees

Letter 3 Withdrawal of permission confirmed

(sent by chair of governors)

Recorded delivery

Dear

On I wrote to inform you that on the advice of the Headteacher I had withdrawn permission for you to come onto the premises of School. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by

I have not received a written response from you/I have received a letter from you dated, the contents of which I have carefully considered.

In the circumstances, and after further consideration of the Headteacher's report, 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 premises of the school without the prior knowledge and approval of the Headteacher.

If you do not comply with this instruction I shall arrange for you to be removed from the premises of the school. 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 Headteacher and staff at Byrchall High School remain committed to the education of your children, who must continue to attend school as normal. This decision will be reviewed again(insert review date which should be within a reasonable period and no longer than six months). When deciding whether it will be necessary to extend the withdrawal of permission to come onto the school premises, consideration will be given to the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you; and any evidence of your co-operation with the school in other respects.

Finally, I would advise you that I have asked the Headteacher to ensure that your complaint that..... is considered under the appropriate stage of the school's parental complaints procedure. The school will contact you about this in due course.

Yours sincerely

Chair of Governors
cc: Headteacher
cc: Chair of Trustees

Letter 4 Restore permission after review by Chair of Governors

(sent by Chair of Governors)

Recorded delivery

Dear

On I wrote to inform you that on the advice of the Headteacher I had temporarily withdrawn permission for you to come onto the premises of School. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by

I have not received a written response from you/I have received a letter from you dated, the contents of which I have carefully considered.

In the circumstances, and after consulting further with the Headteacher, I have decided that it is not necessary to confirm the decision and I am therefore restoring to you permission to come onto the school premises, with immediate effect.

(Optional) I must warn you, however, that if it should become necessary in the future I shall not hesitate to withdraw permission for you to come onto the school premises once again.

Yours sincerely

Chair of Governors
cc: Headteacher
cc: Chair of Trustees

Letter 5 Continue ban after second review

(sent by Chair of Governors)

Recorded delivery

Dear

I wrote to you on confirming that permission for you to come onto the premises of School had been withdrawn until further notice. I also advised you I would take steps to review this decision by

I have now completed the review. However, after consultation with the Headteacher, I have determined that it is not yet appropriate for me to withdraw my decision. **(Add brief summary of reasons).**

I therefore advise that the instruction that you are not to come onto the premises of Byrchall High School, without the prior knowledge and approval of the Headteacher remains in place (insert date)

If you do not comply with this instruction I shall arrange for you to be removed from the premises and 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.

I shall undertake a further review of this decision by **(insert review date which should be within a reasonable period and no longer than six months).**

In the meantime you can write to me with a statement of your views, which I will consider.

Yours sincerely

Chair of Governors

cc: Headteacher

cc: Chair of Trustees

Letter 4b Restore permission after later review

(sent by Chair of Governors)
Recorded delivery

Dear

I wrote to you on confirming that permission for you to come onto the premises of Byrchall High School had been withdrawn until further notice. I also advised you I would take steps to review this decision by

I have now completed the review. After consultation with the Headteacher I have decided that it is now appropriate to restore permission for you to come onto the school premises with immediate effect.

I trust that you will now work together with the school and there will be no further difficulties of the kind which made it necessary to restrict your access to the school premises.

(Optional) I must warn you, however, that if it should become necessary in the future I shall not hesitate to withdraw permission for you to come onto the school premises once again

Yours sincerely

Chair of Governors
cc: Headteacher