



# Code of Conduct for Parents, Carers and Visitors

<b>Approved by:</b>	Board of Trustees	<b>Date:</b>	September 2025
<b>Last reviewed on:</b>	July 2025		
<b>Next review due by:</b>	Autumn 2027		

**This Code of Conduct is an unsigned agreement between any Parent, Carer or Visitor to any academy site across the Inspire family of academies.**

Our academies are very proud and fortunate to have a dedicated and supportive school community. At our academies, the staff, governors, trustees, parents and carers recognise that the education of our children is a partnership between us.

We expect our school communities to respect the individual academy ethos, keep the school premises tidy and to set a good example in relation to their own behaviour both on school premises and when accompanying classes on school visits.

We expect our parents, carers and visitors to keep our children safe, parking vehicles safely during morning and afternoon collections, or at other times and taking the necessary due care and attention when driving around the school grounds and local area surrounding the school.

As a partnership, we are all aware of the importance of fostering good working relationships and recognise the importance of these relationships in equipping our children with the necessary skills to support their education. For these reasons, we will continue to welcome and encourage parents, carers and visitors to participate fully at events within our academies.

The purpose of this code of conduct is to set the expectations around the conduct of all parents, carers and visitors connected to our academies.

Across our family of academies, we are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. We do however understand that everyday misunderstandings can cause frustrations and at times have a negative impact on relationships.

Where issues or concerns arise or misconceptions take place, please contact your child's teacher in the first instance, or a school leader if appropriate, who will be available to meet with you and discuss any concerns.

Where issues remain unresolved, academy Headteachers are available and we also have a Complaints Procedure, available on request and published for review on the individual school or Academy Trust website to support parents, carers or visitors where informal resolution has not been achievable.

This code of conduct aims to clarify the expectations in relation to conduct and also outline the types of behaviour that will not be tolerated, seeking agreement from parents, carers or visitors to uphold these expectations.

The code of conduct also sets out the actions the school may consider should the code of conduct be breached.

**Parents, carers and visitors are expected to:**

- Respect the caring ethos and values of our schools.
- Remember that teachers, leaders, parents, carers or visitors need to work together for the benefit of children or the wider school community.
- Approach school staff for help to resolve an issue or concern and do so in an appropriate manner.
- Treat all members of the school community with respect using appropriate language and behaviour.

**In order to support a peaceful and safe school environment the school will not tolerate parents, carers or visitors exhibiting the following:**

- Disruptive behaviour which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the premises.
- Any inappropriate behaviour on the school premises.
- Using loud or offensive language or displaying aggression in any form.
- Threatening or intimidating behaviour toward a member of staff, visitor, fellow parent/carer or child.
- Damaging or destroying school property.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the school community.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff/governors at the school on Facebook or other social media sites
- The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of your own child on school premises.
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences)
- Smoking, taking illegal drugs or the consumption of alcohol on school premises (Alcohol may only be consumed during authorised events).
- Dogs being brought on to the school premises (other than guide dogs).

Should **any** of the above occur on school premises or in connection with school, the school may feel it is necessary to act, which can include contacting the appropriate authorities or exploring banning the offending adult/adults from entering the school premises.

### **What happens if someone ignores or breaks the code?**

In the event of any parent/carer or visitor of the school breaking this code then proportionate actions will be taken. This may include:

- In cases where the unacceptable behaviour is considered to be a serious and potentially a criminal matter, the concerns will in the first instance be referred to the Police. This will include any or all cases of threats of violence and actual violence to any child, staff or governor in the school. This will also include anything that could be seen as a sign of harassment of any member of the school community, such as any form of insulting social media post or any form of cyber bullying. This form of behaviour could result in a ban from the premises.
- In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the school will refer the matter to their legal team for further action.
- In cases where the code of conduct has been broken but the breach was not libellous, slanderous or a criminal matter, then the school will send out a formal letter to the parent/carer with an invite to a meeting to explore the issue. If the parent/carer refuses to attend the meeting then the school will write to the parent/carer and ask them to stop the behaviour causing the concern and warn that if they do not, they may be banned from the school premises.
- Usually as a last resort, where other avenues have been exhausted and following a further breach or serious breach of the code of conduct, the school may resolve to issue a ban from the premises.

A ban is usually for a fixed period of up to 1-term, but may be longer, where required. Where someone has been banned from the premises within 12-months and a further breach or serious breach of the code of conduct takes place, a further ban may be deployed, as necessary. In such cases, this may exceed 1-term, where required.

In cases where a serious breach of the code of conduct has occurred, where the health and safety of staff, pupils or visitors has been put at risk, it may be necessary to consider a permanent ban.

- Where required, responding to the severity of an incident, a ban from the school site can be introduced without the need to progress through any other stages. This is usually reserved for serious cases.
- The process we will follow in relation to a ban from the premises is detailed within Appendix 1.

### **Issues of conduct with the use of Social Media**

Most people take part in online activities and social media. It's fun, interesting and keeps us connected. Within these spaces however, we ask that you use common sense when discussing school life online.

#### **Think before you post:**

We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against our schools, school staff, parents or children.

We take very seriously inappropriate use of social media by a parent, carer or visitor to publicly humiliate or criticise another parent, member of staff, visitor or child.

If any party has any concern in relation to the school, they should not use social media as a forum to air any concerns or grievances.

#### **Online activity which we consider inappropriate:**

- Identifying or posting images/videos of children without parental consent
- Abusive or personal comments about staff, governors, children or other parents
- Bringing one of our schools or the wider Academy Trust into disrepute
- Posting defamatory or libellous comments
- Emails circulated or sent directly with abusive or personal comments about staff or children
- Using social media to publicly challenge school policies or discuss issues about individual children or members of staff
- Threatening behaviour, such as verbally intimidating staff, or using bad language
- Breaching school security procedures

We take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above.

Thank you for abiding by this code of conduct. Together we create a positive and uplifting environment not only for the children but also all who work and visit our school sites. It is important for parents and carers to make sure any persons collecting their children are aware of this policy.

### **Issuing a Ban from School Premises**

The following procedure outlines the process which will be followed, in the event a temporary or permanent ban from the school premises being issued at an Inspire academy.

1. A decision to ban someone from the school premises and grounds will usually be made by the academy Headteacher.

In the event the academy Headteacher is involved in the incident, to ensure fairness and objectivity, the decision to ban will be made by the Chair of Governors or Chief Executive Headteacher.

2. The decision to issue a ban will be confirmed in writing. Initially, a temporary ban will be put in place, pending representations being sought from all parties, including the subject of the ban.

The subject of the ban will receive a letter confirming the date the temporary ban will be in place from, the reason for the ban and the deadline for them to submit their written representations.

Written representations will also be sought from other parties, where relevant.

3. Once representations have been received, the person issuing the temporary ban will review the information available to them and decide whether to confirm the ban and if so, its duration. If the ban is not confirmed, the temporary ban will be lifted.

The review decision will be confirmed in writing.

### **Appealing a Decision to Ban from School Premises**

1. Where the subject of a ban wishes to appeal against the decision, they will have a right of appeal.
2. All appeals must be made in writing, clearly stating the grounds for appeal. Letters of appeal should be sent to the Head of Governance and Compliance to the following email address:

- [igs@inspiremultiacademytrust.co.uk](mailto:igs@inspiremultiacademytrust.co.uk)

3. On receipt of an appeal, the Head of Governance and Compliance will forward the appeal to an appropriate Investigating Officer. Investigating Officers will have no prior knowledge of the case, and will typically be one of the following:
  - Chair of the Local Governing Body, where the Headteacher has issued the ban.
  - Chief Executive Headteacher, where the Chair of Local Governing Body has issued the ban.
  - A Trustee on the Board of Trustees, where the Chief Executive Headteacher has issued the ban.
4. The Head of Governance and Compliance will support the Investigating Officer to organise a meeting with the subject of the ban, as quickly as possible, following receipt of the appeal.

We will endeavour to hold the meeting within 14-days of receipt of the appeal however, this timeframe may be extended due to school holidays, or other unforeseen circumstances.

The Investigating Officer will also meet other relevant parties and review any records or information held which are relevant to the case.

5. When the review of the appeal is complete, the Investigating Officer will decide whether the decision to ban the individual is to be upheld or overturned.

The decision will be confirmed in writing.

The decision is final and there is no further right of appeal.