Improving Outcomes
Increasing Life-Chances

Parent Code of Conduct

Signed:  **on behalf of Inclusive Schools Trust**

Date: 07.10.2025

ALL DIFFERENT, ALL EQUAL, ALL LEARNING

INCLUSIVE SCHOOLS TRUST
Parent Code of Conduct

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Statement of intent

At Inclusive Schools Trust, our Heads and staff work hard to build a strong relationship with parents 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.

For clarity, at Inclusive Schools Trust, the term Head will incorporate the titles of Executive Head, Partnership Head and Head of School.

To create a welcoming and safe learning environment, a specifically designed set of rules regarding behaviour and conduct is in place which parents are expected to act in accordance with. In addition, staff expectations are clearly communicated through the Trust-wide Staff Handbook, Trust and school policies and procedures and the individual school's Code of Conduct document.

All staff members have the right to work without fear of violence or abuse; therefore, physical attacks, threatening behaviour, and abusive or insulting language towards staff members, trustees, visitors, pupils or other parents may result in individuals being removed from the premises.

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

1. 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 (2025) 'Keeping children safe in education 2025'
- DfE (2018) 'Controlling access to school premises'

This document operates in conjunction with the following Trust/School policies:

- Complaints Procedure Policy
- Social Media and Electronic Communications Policy
- Whole School Safeguarding Policy Incorporating Child Protection
- Alcohol and Substance Misuse Policy and Procedure

2. Expectations

Our schools within the Trust expect parents to:

- Act in accordance with this code of conduct at all times.
- Support and reflect the school's ethos and values through their behaviour.
- Set a good example to pupils through their behaviour and the way they interact with staff, pupils and other adults.
- Work together with staff for the benefit of their child.
- Treat all trustees, staff members, pupils, other parents and any other individuals connected to the school with dignity and respect.
- Work with staff members to resolve any issues of concern.
- Resolve complaints using the Trust's Complaints Procedure.
- Where appropriate, clarify their child's version of events with the school to bring about a peaceful solution to any issue.
- Correct their child's behaviour appropriately, particularly on the school grounds where it could otherwise lead to conflict or aggressive or unsafe behaviour.
- 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 may not drop-off or collect pupils wearing nightwear.
- Ensure their dress and appearance reflects that they are role models for pupils.

Parents are required to act in accordance with all relevant Trust and school policies and procedures at all times.

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

3. Driving pupils to school

Parents will proceed past the main gates to drop off and collect their children but only where road markings allow. Parents are not permitted, to stop, wait, drop off, or pick up pupils while parked in a prohibited area.

Residents' drives should not be blocked under any circumstances, even during short periods of waiting where the car is in use. Vehicles should be driven in a calm manner which causes least disturbance to residents.

Engines should be turned off when a vehicle is stationary and not in traffic as vehicle exhaust emissions contribute significantly to air pollution and are particularly harmful to children.

Due regard should be given to the directions of the school staff who are present to advise on and enforce this code of conduct.

The school staff will seek, as far as is possible, to prioritise patrolling the drop-off zone in the morning and afternoon and will assist parents in dropping off and collecting their child and moving on.

All pupils will wear a seatbelt at all times while they are dropped off and picked up. Parents will ensure pupils disembark vehicles safely at the correct stop and cross roads with care.

Parents are to use their discretion in severe weather and drive with extra caution as appropriate.

Pupils should not be collected late. If a parent is delayed in picking up their child for any reason it is the parents responsibility to call an authorised adult to collect the pupil from school on their behalf.

Parents that are going to be late picking their child up from school and cannot arrange for an authorised adult to collect the pupil from school on their behalf should inform the school as soon as possible.

4. Inappropriate behaviour

The school 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.

Parental behaviour that the school does not tolerate includes, but is not limited to, the following:

- Using foul, abusive or offensive language
- Raising voices inappropriately at another individual
- Making racist or sexual comments
- Using aggressive hand gestures, e.g. raising fists and fingers
- Discriminating against any member of the school community, including pupils, staff, trustees and other parents
- Bullying, harassment or intimidation, including physical, verbal and sexual abuse offline and online. For more information, please see the Bullying and Harassment Policy published on the Trust website.
- Sending abusive 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
- Posting content on social media that is damaging to the school's reputation
- Sending staff malicious and/or aggressive emails or other communications
- Harassing, psychologically or otherwise, 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 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 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
- Taking photographs or videos on the school premises without permission from the school
- Driving unsafely within the vicinity of the school

5. Managing inappropriate behaviour

If a parent is behaving inappropriately, a report will be made to the Head, or the most senior member of staff available in their absence, who will decide on the most appropriate course of action.

Parents will raise concerns regarding another parent's behaviour or conduct directly with their child's class teacher or the Head and will not approach the parent themselves.

Instances of parents displaying inappropriate behaviour will be managed in a variety of ways, depending on the severity of the situation.

When a parent has behaved inappropriately, they will be invited to a meeting by the Head to discuss their behaviour and to attempt to resolve the issue.

Where this initial meeting is not sufficient to resolve the issue, the Head, 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:

- Barring the parent from the school premises
- Contacting the police
- Seeking legal redress through the courts
- Restricting the parent's channels of communication to the school, e.g. no longer allowing the parent to send emails to a staff member directly
- Reporting content the parent has posted online to the website's administrator
- Referring the case to children's social worker or Children's Services, where the behaviour indicates that the parent poses a risk to children

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

The school reserves 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 barred 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 concerns are raised in relation to a parent's appearance or dress, personal factors will be taken into consideration, on a case-by-case basis, when addressing the concern.

If a parent persistently displays unacceptable and inappropriate behaviour, this may result in them being barred from the school premises, in line with the Barring from the school premises section of this policy**.**

6. Barring from the school premises

The school has the right to bar a parent from the premises to keep the school community safe. If a parent is displaying inappropriate or concerning behaviour, they will be asked to leave the school premises. Behaviour that could result in a parent 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 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 the parent temporarily, until the parent has had the opportunity to formally present their side.
- Inform the parent that they intend to bar them and invite them to present their side.

The Head will send a letter to the parent, informing them of the following information:

- Why they have been temporarily barred or face a bar

- The nature of the bar, i.e. if they are temporarily barred pending their representation or if they must present their side before the decision to bar can be made
- That they have the right to formally express their views on the decision to bar in writing to the CEO within 10 working days

The decision of the Head to bar the parent will be reviewed by the CEO.

The CEO will take account of any representations made by the parent and decide whether to confirm or lift the bar. The parent will be notified in writing of the decision to uphold or lift the bar.

If the decision is confirmed, the parent will be notified in writing, explaining:

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

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

Once the appeal process has been completed, parents that remain barred may be able to apply to the Civil Courts. If a parent wishes to exercise this option, they should seek independent legal advice.

7. Monitoring and review

This document will be reviewed on an annual basis.

All parents will be 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.

Appendix 1: Table of Changes

Date of Change	Paragraphs Affected	Summary of Update
October 2025	1	Annual review – KCSIE reference updated.
October 2024	1	Annual review – KCSIE updated to 2024. No other changes to content.
November 2023	None	Annual policy review.
November 2022	All	Annual policy review. KCSIE reference updated.
November 2020	All	New policy adopted and adapted from TheSchoolBus.