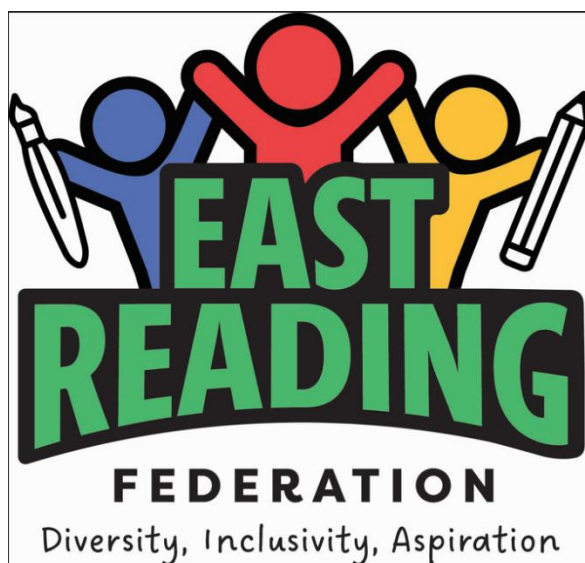




Parent Code of Conduct

POLICY OWNER

Laura Carlton-Kerr/Christian Lim
Headteachers

DELEGATION

Full Governing Board

DATE OF APPROVAL

September 2026

DATE OF NEXT REVIEW

September 2029

REVIEW CYCLE

Triennially

PUBLISHED ON WEBSITE

Yes

Paper copies available by emailing

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1. Purpose and scope

At East Reading Federation, 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 behaviour and regulation 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

3. Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)

- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email or social media
- 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)

4. 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 headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the local authority's 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.

Appendix 1: model letters

Letters to Parent, Carer, Community Member regarding Unacceptable Behaviour

LETTER 1 – WARNING

BY FIRST CLASS POST/CHILD'S BAG

INSERT NAME, ADDRESS, POSTCODE

INSERT DATE

Dear

I have been notified about unacceptable conduct shown by you on [DATE] at approximately [TIME]. I have been told that you [SUMMARY OF INCIDENT, INCLUDING EFFECT UPON STAFF, PUPILS OR OTHER PARENTS].

I must inform you that neither [insert school] or Brighter Futures for Children will tolerate conduct of this nature on its premises and will act to support its teachers, members of staff, students and their parents/carers, and other members of the school community.

I am therefore advising you, if I receive a further report of unacceptable conduct from you, I will have no option but to instigate the Brighter Futures for Children's Acceptable Behaviour Expectations policy and withdraw your permission to enter or be on the premises of [insert school]. A copy of these expectations is attached for your consideration.

I should warn you that, if your permission to enter or be on school premises is withdrawn, you can be removed from the premises by a police officer and you may be prosecuted under Section 547 of the Education Act 1996. If convicted under that section, you will be liable to a fine of up to £500.00 and have a criminal conviction recorded against you.

It is important to let us know if you have any concerns about the school which have led to your unacceptable conduct. If this is the case, you should raise these with the school in accordance with the school's complaints policy, a copy of which is attached for your consideration.

I look forward to continuing to work closely with you in the best interests of your child.

Yours sincerely,

XXXXXXXXX

Headteacher

Brian Grady

Director of Education (BFfC)

LETTER 2 – TEMPORARY BAN**BY FIRST CLASS POST/CHILD'S BAG**

INSERT NAME, ADDRESS, POSTCODE INSERT DATE

Dear

Further to my letter dated [DATE], I have received notification that there has been another incident of unacceptable conduct on [DATE] at approximately [TIME] when it is alleged that you [SUMMARY OF INCIDENT, INCLUDING EFFECT UPON STAFF, PUPILS OR OTHER PARENTS].

I must inform you that neither [INSERT SCHOOL] or Brighter Futures for Children will tolerate conduct of this nature on its premises and will act to support and safeguard its teachers, members of staff, pupils and their parents, and other members of the school community. I am therefore advising you that [for a temporary period] you are not to enter or be on the school's premises.

It would be with regret, that if you do not comply with this decision, I would need to arrange for a police officer to remove you 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 and a criminal conviction will be recorded against you.

The withdrawal of permission for you to enter or be on the school premises takes effect immediately. However, the chair of governors will need to decide whether my decision is the right one, given the details on the incident. Before the review of my decision takes place, you can provide in writing any comments or observations of your own in relation to the report of your conduct. These comments may include any expressions of remorse on your part and any assurances you are prepared to give about your future communication and conduct.

To enable the chair of governors to review my decision at an early stage, you are asked to send any written comments you wish to make within five school days from the date of this letter by [DATE]. The chair of governors will review my decision within ten school days of the date of this letter, whether any written comments are received from you.

It would be preferable for us to meet with you at the point of the governor review to resolve this issue at the earliest opportunity. We would therefore like you to attend a meeting with myself and chair of governors on [INSERT DATE AND TIME]. Please confirm your attendance on receipt of this letter.

If, after considering your written comments, and meeting with you, the chair of governors takes the view that my decision should be confirmed, you will be provided with written details of when a further review of the decision will take place.

[In the case of a primary/secondary school child, insert: Until the review has taken place, you may bring your [son][daughter][children] to school and collect [him][her][them] at the end of the school day, but you must not go beyond the school gate or cross the boundary of the school premises.]

If you have any concerns about the school which have led to your unacceptable conduct, you should raise these with the school in accordance with the school's complaints policy, a copy of which is attached for your consideration.

Yours sincerely,

XXXXXXXXXX

Headteacher

Brian Grady

Director of Education (BFfC)

LETTER 3 – CHAIR OF GOVERNORS CONFIRMING BAN AFTER HT

BY FIRST CLASS POST/CHILD'S BAG INSERT NAME, ADDRESS, POSTCODE, INSERT DATE

Dear

On [DATE], the headteacher wrote to you informing you that [he/she/they] had withdrawn permission for you to enter and be on the premises of [INSERT SCHOOL] following a report of your unacceptable conduct on [DATE]. This was after an earlier incidence of unacceptable conduct on [DATE], following which the headteacher wrote to you warning you that the school and local authorities' formal procedure for withdrawing your permission to enter or be on the school's premises would be instigated, if your unacceptable behaviour was repeated.

To enable me to determine whether to confirm the decision for a longer period, you were given the opportunity of providing your written comments in relation to the incident by [DATE]. In addition, you were invited in to meet with myself and the headteacher to discuss the situation with the intention to find a resolution. *[Insert Either: As at the date of this letter, I have not received any written comments from you, nor did you attend the meeting, and I have therefore reviewed the headteacher's decision on consideration of the documentation I have been provided with by the school only.] Or: I received your written comments on [DATE], the contents of which I have carefully considered, together with documentation I have been provided with by the school, and the information gathered in the meeting you attended. I have determined that the decision to withdraw permission for you to come onto the school's premises should be confirmed.*

I am therefore advising you that you are not to enter or be on the school's premises without the prior knowledge and permission of the headteacher which will only be given for a good reason (for example, a parents' evening or a pre-arranged meeting). If you do not comply with this decision, the school will, regretfully, arrange for a police officer to remove you from the premises, and you may be prosecuted under Section 547 of the Education Act 1996. If convicted, you are liable to a fine of up to £500 and a criminal conviction will be recorded against you.

Regardless of this decision, the headteacher, other members of staff, the governing body and local authority, remain committed to the education of your [son][daughter][children], who must continue to attend school as normal under the arrangements set out in the letter dated [DATE]. I will review the continuance of this decision again on [DATE]. In deciding whether it is necessary to extend the withdrawal of permission to enter or be on the school's premises, I will consider the extent of your compliance with my decision, any appropriate and sincere expressions of regret and any assurances of future good conduct received from yourself, together with evidence of your co-operation with the school in other respects.

If you wish to provide additional written comments for me to consider when I carry out my further review, please send them to the school to arrive at least five working days before the date of my further review by [DATE]. Any such additional comments should be restricted to your conduct since my last letter, or any new consequences of the decision and should not repeat comments provided previously.

Yours sincerely,

Chair of Governors

Brian Grady Director of Education (BFfC)

LETTER 4 – CHAIR OF GOVERNORS BAN NOT CONFIRMED AFTER REVIEW FOLLOW UP

BY FIRST CLASS POST/CHILD'S BAG

[INSERT NAME] [INSERT ADDRESS] [INSERT POSTCODE]

[INSERT DATE]

Dear

On [DATE], the headteacher wrote to inform you that [he/she/they] had withdrawn permission for you to enter and be on the premises of [INSERT SCHOOL] following a report of your unacceptable conduct on [DATE]. This followed an earlier incidence of unacceptable conduct on [DATE], following which the headteacher wrote to you warning you that Brighter Future for Children's Acceptable Behaviour Expectations would be instigated if unacceptable behaviour was repeated.

To enable me to determine whether to confirm this decision for a longer period, you were given the opportunity to provide your written comments in relation to this incident by [DATE]. In addition, you were invited in to meet with myself and the Headteacher to discuss the situation with the intention to find a resolution.

[Insert Either: As at the date of this letter, I have not received any written comments from you, nor did you attend the meeting and I have therefore reviewed the headteacher's decision on consideration of the documentation I have been provided with by the school only.]

[Or: I received your written comments on [DATE], the contents of which I have carefully considered, together with documentation I have been provided with by the school and the information gathered in the meeting you attended.]

I have decided that it is not necessary to confirm this decision on this occasion, and I am therefore restoring permission to you to enter and be on the school's premises, with immediate effect.

I do, however, remain concerned in relation the incidents that have occurred and I must warn you that, if there is any repetition of your behaviour, the headteacher will not hesitate to withdraw permission for you to come on to the school's premises again.

I hope that we can move on from this matter and look forward to an improved relationship between yourself and the school in the future.

Yours sincerely,

Chair of Governors

Brian Grady

Director of Education (BFfC)

LETTER 5 – CHAIR OF GOVERNORS BAN CONFIRMED AFTER REVIEW FOLLOW UP

BY FIRST CLASS POST/CHILD'S BAG

[INSERT NAME] [INSERT ADDRESS] [INSERT DATE]

Dear

I wrote to you on [DATE] confirming the decision to withdraw permission for you to enter and be on the premises of [INSERT SCHOOL]. In that letter, I advised you that I would take steps to review the decision again on [DATE] and invited you to provide me with any additional written comments that you have by [DATE]. In addition, you were invited in to meet with myself and the headteacher to discuss the situation with the intention to find a resolution.

[Insert Either: As at the date of this letter, I have not received any additional written comments from you, nor did you attend the meeting, and I have therefore reviewed the decision on consideration of the documentation already in my possession, together with further documentation received from the school confirming your compliance with my decision, only.] [Or: I received additional written comments from you on [DATE], the contents of which I have carefully considered, together with the documentation already in my possession and further documentation received from the school, including notes from the meeting you attended, confirming your compliance with my decision.]

I have determined that it is not yet appropriate for me to revoke the decision to withdraw your permission to enter and be on the school's premises. This is because [INSERT REASONS]. I therefore advise you that you are not to enter or be on the school's premises without the prior knowledge and permission of the headteacher which will only be given for a good reason (for example, a parents' evening or a pre-arranged meeting).

If you do not comply with this decision, regretfully, the school will arrange for a police officer to remove you 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 and a criminal conviction will be recorded against you. Regardless of this decision, the headteacher, other members of staff, the governing body and local authority remain committed to the education of your [son][daughter][children], who must continue to attend school as normal under the arrangements set out in the letter dated [DATE].

I will review the continuance of this decision again on [DATE]. In deciding whether it is necessary to extend the withdrawal of permission to come onto the school's premises, I will consider the extent of your compliance with my decision, any appropriate and sincere expressions of regret and any assurances of future good conduct received from yourself, together with evidence of your co-operation with the school in other respects. If you wish to provide additional written comments for me to consider when I carry out my further review, please send them to the school to arrive at least five working days before the date of my further review, i.e. by [DATE].

Any such additional comments should be restricted to your conduct since my last letter, or any new consequences of the decision and should not repeat comments provided previously.

Yours sincerely,

XXXXXXXXXXXXXXXXXX

Chair of Governors

Brian Grady

Director of Education (BFfC)

LETTER 6 – LIFTING THE BAN

BY FIRST CLASS POST/CHILD'S BAG

[INSERT NAME]

[INSERT ADDRESS]

[INSERT POSTCODE]

[INSERT DATE]

Dear

I wrote to you on [DATE] confirming the decision to withdraw permission for you to enter and be on the premises of [INSERT SCHOOL]. In that letter, I advised you that I would take steps to review the decision again on [DATE] and invited you to provide me with any additional written comments that you have by [DATE]. In addition, you were invited in to meet with myself and the headteacher to discuss the situation with the intention to find a resolution.

[Insert Either: As at the date of this letter, I have not received any additional written comments from you, nor did you attend the meeting, and I have therefore reviewed the decision on consideration of the documentation already in my possession, together with further documentation received from the school confirming your compliance with my decision, only.]

[Or: I received additional written comments from you on [DATE], the contents of which I have carefully considered, together with the documentation already in my possession and further documentation received from the school including notes from the meeting you attended, confirming your compliance with my decision.]

I have determined that it is now appropriate to revoke the decision to withdraw your permission to enter and be on the school's premises. I am therefore restoring to you, permission to come on to the school's premises with immediate effect.

I do, however, remain concerned in relation to your conduct on [DATE], and I must warn you that, if there is any repetition of your behaviour, the headteacher will not hesitate to withdraw permission for you to come on to the school's premises again.

I hope that we can now draw a line under this matter and look forward to an improved relationship between yourself and the school in the future.

Yours sincerely,

XXXXXXXXXXXXXX

Chair of Governors

Brian Grady

Director of Education (BFfC)

LETTER 7 – MEMBER OF COMMUNITY WARNING

BY FIRST CLASS POST

[INSERT NAME]

[INSERT ADDRESS]

[INSERT POSTCODE]

[INSERT DATE]

Dear

I have received a report about your unacceptable conduct on [DATE] at approximately [TIME] when it is alleged that you entered the premises of [INSERT SCHOOL] and [INSERT SUMMARY OF INCIDENT, INCLUDING EFFECT UPON STAFF, STUDENTS, PARENTS OR OTHER VISITORS].

You have no lawful authority to enter or be on the school's premises, and I must inform you that the school will not tolerate conduct of this nature on its premises and will act to defend its staff, students and their parents, and other members of the school community.

I am therefore advising you that you are not to enter or be on the school's premises in the future. If you do not comply with this decision, I shall arrange for a police officer to remove you from the school's 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 and a criminal conviction will be recorded against you.

Yours sincerely,

XXXXXXXXXXXXX

Headteacher

LETTER 8 – Persistent communications

BY FIRST CLASS POST/EMAIL

[INSERT NAME]

[INSERT ADDRESS]

[INSERT POSTCODE]

[INSERT DATE]

Dear

Subject: Addressing Persistent Communications

I hope this letter finds you well. I am writing to address the ongoing communications we have received from you regarding [specific issue or concern]. While we value and encourage open communication between parents and the school, it is important to ensure that these interactions remain constructive and respectful.

We have noted that your recent communications have become frequent and cover similar issues, which is impacting our ability to address your concerns effectively and manage our time to support all students and parents. To ensure that we can continue to provide the best possible service to all members of our school community, we kindly request that you adhere to the following guidelines:

1. **Consolidate Your Concerns:** Please try to consolidate your concerns into a single communication rather than sending multiple messages on the same topic.
2. **Allow Time for Response:** Understand that we need adequate time to investigate and respond to your concerns. Please allow [specific time frame in complaints policy, e.g., 5 working days] for a response before following up.
3. **Respectful Communication:** Ensure that all communications are respectful and constructive. Abusive or threatening language will not be tolerated.

If you feel that your concerns have not been adequately addressed after following these guidelines, you may escalate the matter by following our formal complaints procedure, a copy of which is attached for your reference.

We appreciate your cooperation and understanding in this matter. Our goal is to work together to support the best interests of your child and the school community.

Thank you for your attention to this important matter.

Yours sincerely,

[Headteacher's Name]