TIBSHELF COMMUNITY SCHOOL PARENTS CODE OF CONDUCT

Reviewed: April 2026

Introduction

Tibshelf Community School is committed to developing the character of every student and believes that all students should receive an exceptional education. This is underpinned by our character values and our school culture and ethos.

We have a responsibility to ensure that we treat people with respect, openness, and care. This is shown in our commitment to treat people equally, respecting differences and our commitment to healthy and open relationships. We are keen to work with parents and carers to develop a culture where everyone is approachable, and we ask that staff, parents, and carers to all play their part.

We believe students learn best in a safe and supportive environment based on respect and trust and underpinned by an effective partnership between parents, staff, and the school community. High standards of behaviour are required of students. Staff are expected to act professionally at all times. The positive support of parents and carers is needed and highly valued by Tibshelf Community School and we ask parents and staff to model the behaviour we wish to see in our students.

Purpose and scope

This policy outlines conduct expectations for parents and carers in our school community.

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 and carers by setting guidelines on appropriate behaviour. We use the term 'parents and carers' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

Policy statement

We believe that working in partnership with our parents and carers gives children and young people the very best opportunities in life.

Our expectations of parents and carers (and, where appropriate, visitors):

- We ask that you respect and help us to model the Tibshelf Community School ethos and values
- We believe that it is important to be tolerant of each other's views, beliefs, and opinions and to accept that everyone is different. We ask that you please follow this whilst in and around the school.
- Please treat all members of the school community as you would want to be treated yourself - with respect, using appropriate language and behaviour
- Please feel that you can approach the school to help resolve any issues that you have a concern about. The involvement of other agencies such as the police, the LADO, local authority, or OFSTED is a parental right, but we welcome open dialogue in the first instance to allow school staff to address the issue directly
- Where appropriate, clarify a child's version of events with the school's view, in order to bring about a peaceful solution to any issue, before taking any further action
- We ask that you support us in promoting good behaviour at all times, especially in public where it could otherwise lead to conflict, aggressive or unsafe behaviour. For example: children must not be encouraged to fight to resolve issues
- Please refrain from interfering or threatening to interfere with any of the school's operation or activities anywhere on the school premises
- We ask that you do not approach another parent or student in order to discuss or reprimand them because of an issue between students – please talk to a member of school staff to resolve any problems
- We ask you to please speak quietly and calmly, as you would want to be spoken to. We ask that you don't use offensive, threatening or abusive language or display your temper
- Please stand back from others when communicating as we want everyone to feel safe in our school. Please avoid using physical or verbal aggression towards another adult or child, including your own

- Emails and phone messages can often be interpreted in different ways. We ask that before pressing send on an email and using the telephone you reflect on whether or not the email or call may be seen as abusive or threatening.
- We ask that we all work together to promote the school positively and avoid defamatory, offensive, or derogatory comments regarding the school or any of the students/parents/carers/staff at the school on Facebook or other social media
- Our school buildings and resources are important, and we ask that parents do not damage or destroy school property but treat them with respect
- We believe it is important that adults role model for our children and students therefore we ask that you arrive on the school premises appropriately clothed
- As role models for children and students we ask you kindly not to smoke (including e-cigarettes), to consume alcohol on the school premises or to take illegal drugs
- Some students are worried by dogs. With this in mind we ask that you only bring dogs (except for registered assistance dogs) or other animals into the school environment after prior agreement
- To keep our children and young people safe we ask that you drive safely in the vicinity of the school
- To ensure that we keep all our children safe we ask that your do not take photographs with phones or other devices on school premises without permission from the school
- We believe that communication is key. For example, we ask all parents to download the Arbor App and to respond to communication via this method

Next steps

Where the above expectations are not upheld, the initial response will involve a conversation with the parent/carer or visitor. Generally, we expect a conversation to be sufficient to reinforce our expectations. However, where this is not sufficient to resolve the issue, the school may have to unfortunately consider further action. We are keen to avoid this.

Further action could include banning from site for a fixed time (see 'barring from the school premises' below); contacting the police or seeking legal redress through the courts; restricting channels of communication (e.g., no longer allowed to email staff directly). In the case of defamatory comments posted online, we would also report the post to the site's admin. In some cases, particularly around threats of violence towards staff, we may also need to refer to Social Care if the behaviour of a parent/carer or visitor indicates that they may also be unsafe around children.

We kindly ask that parents, carers and visitors will assist Tibshelf Community School with the implementation of this policy and we thank you for your continuing support of our school. We ask that parents and carers ensure they make all persons responsible for collecting their children aware of this policy.

It is inevitable that at times there will be conflict between students and/or families in the school. To ensure that these incidents are dealt with safely and effectively, we ask that parents and carers speak to School staff (e.g., head of year or senior staff) rather than approaching the other student or parent directly or through social media to reprimand them.

- Email contact with staff is used in school as a way to support collaboration. However, there is no expectation that staff must respond to emails within a specific timescale. Tibshelf staff will communicate politely with you, and we really appreciate the same from parents and carers. Please can you avoid using language that may sound aggressive.
- We ask that any public communication regarding the school (e.g., on social media) should be factual and not your opinion. If you have a concern about your child's school, please contact the school to enable a resolution to be found. If you are not able to resolve a concern, then please see the school Complaints Policy.

This policy complies with the DfE policy on controlling access to school premises:
https://www.gov.uk/government/publications/controlling-access-to-school-premises

Social media

Inappropriate use of social network sites
A small number of parents use social media platforms or other online systems to give negative comments. Like other education providers, we discourage this practice and ask you to communicate directly with us.

Tibshelf Community School considers the use of social media websites being used in this way as unacceptable and not in the best interests of students or the community. Please discuss any concerns you may have directly and privately with the school in the first instance (as outlined in the Complaints Policy), so they can be dealt with fairly, appropriately, and effectively for all concerned.

Defamatory posts
In the event that any student or parent/carer of a student being educated by Tibshelf Community School is found to be posting defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site including comments that reference the Equality Act (2010) protected characteristics. It is likely that the police will also be informed. All social network sites have clear rules about the content which can be posted on the site, and they provide robust mechanisms to report contact or activity which breaches this. The school will also expect that any parent/carer or student remove such comments immediately.

Cyber bullying
We take very seriously the issue of cyber bullying by one child or a parent to publicly humiliate another by inappropriate social network entry. We will deal with this as a serious incident of school bullying and/or Peer-on-Peer abuse. Thankfully such incidents are extremely rare. In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites.

Barring from the school premises

The public has no automatic right of entry to our school. We will therefore act to ensure the building remains a safe place for students, staff, and other members of their community.

If a parent's behaviour is a cause for concern, the school can ask him/her to leave the premises. In serious cases, the Headteacher can notify them in writing that their implied licence to be on School premises has been temporarily revoked subject to any representations that the parent may wish to make to the Headteacher. The school should always give the parent the opportunity to formally express their views on the decision to bar in writing.

During the barring period all contact should go through the Headteacher's PA or a named member of staff either by email or telephone. The headteacher should take into account any representations made by the individual and decide whether to either confirm or lift the bar. If the decision is confirmed, the individual should be notified in writing, explaining:

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

Once the School's appeal process has been completed, individuals may be able to apply to the Civil Courts. Individuals wishing to exercise this option should seek independent legal advice. Any ban should be reviewed at the end of the agreed timescale as outlined above.

Controlling access to school premises –
Controlling access to school premises - GOV.UK
- provides more guidance on access to School premises. See Appendix A for sample banning letters and letters to uphold or dismiss the ban.

Links with other policies

- Complaints policy
- Behaviour policy
- E safety policy
- Safeguarding and child protection policy

Appendix A: Letters for use in barring from the school premises
Letter 1 Warning

Dear …….

Tibshelf Community School promotes working, learning, and developing together. We believe that good relationships are at the heart of everything we do.

However, I have received a report about your conduct at the school on [enter date and time].

[Add the expectation that was not adhered to and a factual summary of the incident and of its effect on staff, students, and other parents.]

I must inform you that Tibshelf Community School will not tolerate conduct of this nature on its premises and will act to protect its students and staff. We aim to treat all those we are in contact with in a respectful manner, because anything else goes against our ethos and the way we work.

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

Letter 2 Withdraw permission pending review

Dear…….

Tibshelf Community School promotes working, learning, and developing together. We believe that good relationships are at the heart of everything we do.

However, I have received a report about your conduct on …… at……

[Add the expectation that was not adhered to and a factual summary of the incident and of its effect on staff, students, and other parents.]

[Optional reference to first letter from Headteacher] I must inform you that we will not tolerate conduct of this nature on the school premises and will act to defend School staff and students. Tibshelf Community School aims to treat all those we are in contact with in a respectful manner, because anything else goes against our ethos and the way we work.

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 wish to give you an opportunity to give me in writing any comments or observations of your own in relation to your conduct on the school site. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct. Your letter will enable me to take a decision on whether or not you will be allowed on the school premises after the 15 days. Please send me any written comments you wish to make by [date 10 WORKING 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.

Letter 3 Withdrawal of permission confirmed

Dear…….

Tibshelf Community School promotes working, learning, and developing together. We believe that good relationships are at the heart of everything we do. However, on ……. I wrote to inform you that I had withdrawn permission for you to come onto the premises of Tibshelf Community 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 incident of poor conduct, 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 my prior knowledge and approval.

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, we remain committed to the education of your child/ren, 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.