



Parent and Visitor Code of Conduct

This policy is effective for all schools within SHINE Academies

Policy Type	Trust Non-Statutory Document
Author	Governance and Compliance Manager
Approved By	Trust Board
Approved Date	Summer 2026
Date of Next Review	Three Years
Version	2
Description of Changes	Addition of wording to sections 4 and 7 around protecting staff from harassment

1.0 Introduction

The purpose of this document is to remind parents, carers and visitors about the expected conduct in order to maximise effective partnership working and ensure the safety and wellbeing of pupils and staff.

Reference to visitors within this policy includes any contractors.

SHINE Academies Complaints Procedure sets out how parents, carers and others can raise concerns and complaints.

2.0 Scope

This code of conduct applies to parents, carers and visitors of the schools within SHINE Academies.

3.0 Expected Behaviour and Conduct

In order to ensure that our schools remain a peaceful and safe place in which to learn and work, SHINE expects parents, carers and visitors to:

- Respect the values and ethos of our school/Trust;
- Understand that school staff and parents need to work together for the benefit of their children;
- Treat all members of staff with respect and therefore set a good example in their own speech and behaviour;
- Approach the school/Trust to help resolve any issues of concern in a calm and respectful manner;
- Correct their own children's behaviour on the school premises; especially where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.

4.0 Behaviour and conduct that is not tolerated

SHINE Academies will not tolerate parents, carers and visitors exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the school/Trust grounds, including sports pitches and playgrounds;
- Use of loud or offensive language or tone, swearing, using profane language or displaying temper;
- Threats to a member of staff, local governor, trustee, visitor, fellow parent/carers or pupil regardless of whether or not the behaviour constitutes a criminal offence;
- Open display of disrespect to any member of staff, local governor or trustee;
- Harassment, intimidation, victimisation, bullying, discriminatory conduct or unwanted behaviour towards any member of staff, pupil, governor, trustee, visitor, contractor or other member of the school community. This applies whether the behaviour occurs face-to-face, by telephone, in writing, by email, through messaging platforms, on social media or through any other means. Such behaviour includes, but is not limited to, abuse, personal comments, discriminatory remarks, repeated or unreasonable contact, attempts to undermine professional decisions, targeting individuals because of their role, or conduct linked to a protected characteristic. SHINE Academies has a duty to provide a safe working and learning environment and will take reasonable and proportionate steps to prevent and respond to such behaviour. Action may include restricting

communication, requiring contact through a nominated person, issuing a warning, barring an individual from school premises, reporting matters to the police, or taking any other action deemed appropriate.

- Defamatory, offensive or derogatory comments regarding the school/Trust or any of the pupils/students, parents, staff, governors or trustees at the school/Trust on any social media sites (in conjunction with the Trust Social Media Policy);
- Use of equipment to record conversations with members of staff, local governors or trustees without their consent;
- Use of physical aggression towards another adult or child. This includes physical punishment against own child on school/Trust premises, which is likely to put a child at risk of harm or constitute a safeguarding breach, which will lead to immediate action.
- Approaches to 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/vaping and consuming alcohol or other drugs whilst on school/Trust property.
- Damage or destruction of school/Trust property; and
- Dropping litter on school/Trust property.

5.0 Inappropriate use of social media

In the event that any parent/carer of a pupil at one of SHINE schools or other community member is found to be posting libelous or defamatory comments on social media sites, they will be reported to the appropriate 'report abuse' section of the social media network site. All social media 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. SHINE Academies will also expect that any parent/carer, pupil or community member removes such comments immediately.

Where a pupil has posted comments, it is the responsibility of the parents or legal guardians to ensure this content is removed.

6.0 Use of mobile phones/devices

Parents, carers and visitors are directed to the SHINE Academies Mobile Phone Policy for the use of mobile phones or devices on school/Trust property.

7.0 Dealing with incidents

An overview of the approaches to dealing with breaches of this code of conduct can be found in Appendix A.

All incidents of threatening behaviour, abuse, violence or any other breach of this code of conduct will be recorded on the incident report form located in Appendix B.

Parents, carers and visitors who display behaviour that breaches this code of conduct will, in the first instance, be politely asked to stop and offered the opportunity to discuss the matter in person. If either party feels it is not conducive to have these discussions immediately following the incident, an appropriate time will be arranged for these discussions to take place.

We recognise that behaviour is often driven by emotion but, whilst this may explain an incident, response or reaction in the first instance, it will not excuse breaches of the policy.

Normally parents and carers are allowed to communicate directly with members of staff but this may be restricted if there are problems with such communication, e.g. an excessive number of emails, rudeness in communications. In such cases communication may be restricted to a nominated person in the school/Trust.

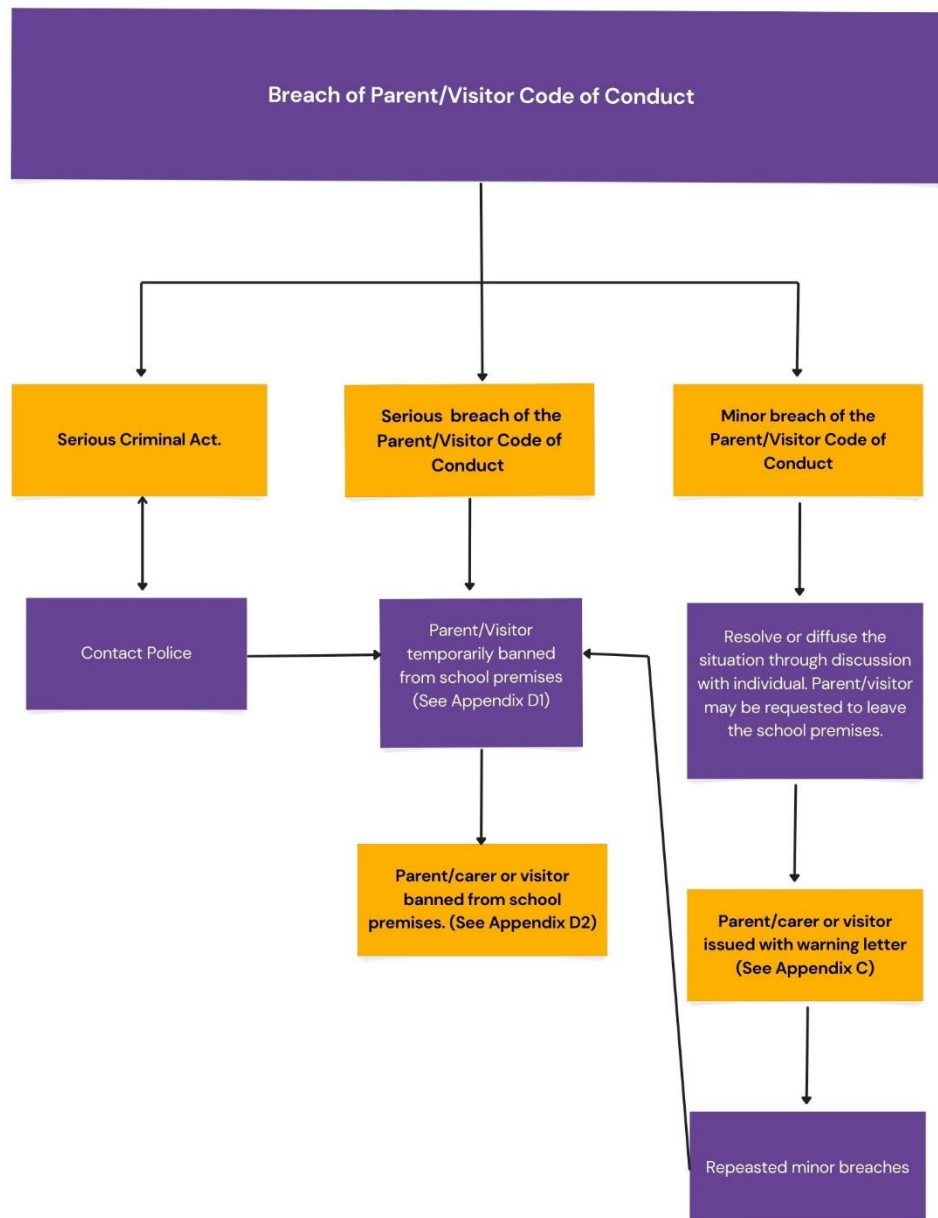
Where parents, carers or visitors continue to act unacceptably, a Headteacher may feel it necessary to issue a warning letter to the individual stating that, should the behaviour persist, it may lead to a ban from the school grounds. A model letter can be found in Appendix C.

If necessary, and as a last resort, the school may bar parents, carers and visitors from the school premises. In such cases, the Headteacher will write to the individual stating that a bar has been put in place, state the length of the ban, with a review date and will provide the parent, carer or visitor with an opportunity to make representations before finalising the bar. The Headteacher must inform the SHINE Central Team when such a decision has been made. Model letters can be found in Appendix D.

Incidents involving harassment, discriminatory conduct, intimidation or repeated unreasonable behaviour towards staff or other members of the school community will be recorded and managed in accordance with this policy, and may also be considered under relevant Trust policies and legal duties relating to staff wellbeing, safeguarding, equality and health and safety.

Appendix A:

Approach to dealing with breaches of the Parent and Visitor Code of Conduct





Appendix B:

Parent and Visitor Code of Conduct

Incident Report Form

School:			
Date of incident:		Time of incident:	
Details of person reporting incident			
Name:		Position:	
Details of person assaulted/verbally abused (if appropriate)			
Name:		Position (if member of staff)	
Department/Class:			
Details of perpetrator(s) (if known)			
Name:		Context in which known (parent, contractor, etc.)	
Details of incident:			
Type of incident:	<i>(e.g. verbal assault, physical assault, nuisance)</i>		
Location of incident:			
Details of incident:	<i>(describe incident, including, where relevant, events leading up to it; relevant details of trespasser/assailant not given above; if a weapon was involved, who else was present)</i>		
Witnesses:	<i>(name, relation to incident (e.g. parent/student/staff member) and contact details)</i>		
Outcome:	<i>(e.g. whether police called; whether trespasser was removed from premises under section 547; whether parents contacted; what happened after the incident; any legal action)</i>		
Other relevant information:	<i>(e.g. possible contributory factors, has the parent, carer or visitor been involved in any previous incidents?)</i>		
Signed:			
Date:			

