



TOWNSEND

CHURCH OF ENGLAND SCHOOL

Parent and Visitor Code of Conduct

Last reviewed	March 2025	Next review	May 2026
Review period	Annually	Reviewed by	LGB
Headteacher Signature: Anthony Flack		Chair of Governors Signature: Helen Quenet	

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1. Purpose and scope

At Townsend we are very fortunate to have a committed and supportive school community where staff, governors and parents recognise that the education of our children and young people is a partnership between all of us. Our vision 'Achievement For All, Respect For All' is underpinned by the concept of 'Love your neighbour' from the story of the Good Samaritan, Luke 10:25-37. We value everyone, and show love and respect for ourselves and others, setting high standards and supporting each other so that we can all flourish. The concept of 'love your neighbour' is taught in three strands:

1. Love your neighbour – treat others as you would wish to be treated yourself
2. Love yourself – self-care is important, look after yourself physically, mentally and spiritually
3. Love the journey – whether academic or personal, Townsend supports everyone's journeys to enable you to flourish individually and collectively

At Townsend, 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), pupils (through our behaviour and behaviour management policy), parents and visitors (through the parents and visitor code of conduct).

This code of conduct aims to provide a reminder to all parents and visitors about the expected conduct. This is so we can continue to progress, achieve and flourish in an atmosphere of mutual respect and understanding.

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. School Jurisdiction

The jurisdiction of this policy includes all aspects of school life, from attending meetings in school to communicating with members of staff. This policy also applies when parents / visitors attend sports fixtures / school productions and during school trips / visits, including when they take place outside of term time.

3. 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 the school staff to help resolve any issues of concern
- Communicate with the school in a polite and courteous manner

4. Behaviour that will not be tolerated

- 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
- Any aggressive behaviour (including verbally or in writing) towards a child or adult
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking / Vaping or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Being under the influence of drugs or alcohol
- Bringing dogs onto the school premises (other than service dogs)
- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)

5. 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:

- 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 our legal team/the local authority's legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Restrict avenues of communication to include only senior staff or the Headteacher
- Ban the parent from the school site

The school will always respond to an incident in a proportional way. The final decision on how to respond to breaches of the code of conduct rests with the Headteacher.

Abusive, aggressive or bullying behaviour is not acceptable from anyone on the school site or online.

The Headteacher will consult the chair of governors before banning a parent from the school site.