



Belmont Primary School

Parent, Carer and Visitor Conduct Policy

Date of Review: September 2026

Next Review: August 2027

1. Purpose and principles

Belmont Primary School is fortunate to have a supportive parent and carer community. We recognise that children benefit most when school and home work together positively. We therefore welcome and encourage parents and carers to participate fully in the life of the school.

This policy sets out the standards of conduct expected from parents, carers and visitors when they are on the school premises, immediately outside the school where their conduct affects the school community, or when communicating with or about the school.

All members of our school community have the right to feel safe and to be treated with courtesy, dignity and respect. Adults also have an important responsibility to model appropriate behaviour for children.

2. Expected conduct

We expect parents, carers and visitors to:

- treat pupils, staff, other parents, carers and visitors with courtesy and respect;
- support the calm, safe and caring ethos of the school;
- communicate concerns appropriately and allow the school a reasonable opportunity to investigate and respond;
- follow reasonable instructions given by members of staff in relation to safety, safeguarding and the orderly operation of the school;
- respect the privacy and dignity of children, families and staff;
- set an appropriate example through their language, behaviour and interactions with others.

3. Unacceptable conduct

The following behaviour is unacceptable. This list is illustrative rather than exhaustive:

- shouting, swearing, abusive, insulting or offensive language;
- threatening, intimidating, aggressive or violent behaviour;
- directing hostile, intimidating, insulting, offensive or otherwise inappropriate words, behaviour or gestures towards a child or adult;
- approaching, confronting, reprimanding or attempting to discipline another person's child. Concerns about a pupil must be raised with a member of staff;
- physical aggression towards any adult or child, including physical punishment of one's own child on the school premises;
- discriminatory, racist, sexist, homophobic or otherwise prejudicial language or behaviour;
- deliberately damaging school property or the property of another person;
- behaviour which disrupts the safe and calm operation of the school, whether in the school building, grounds, at the entrance to the site or immediately outside school;
- harassment, persistent intimidation or a pattern of unreasonable behaviour towards a member of the school community;
- making malicious, knowingly false or seriously defamatory allegations about pupils, staff, governors or the school.

4. Mobile phones, photography and recording

Parents, carers and visitors must not use mobile phones or other personal devices while on the school premises, including during normal drop-off and collection times. This helps us to maintain a safe, attentive and child-focused environment and protects the privacy and

safeguarding of all members of the school community.

We recognise that an adult may occasionally need to make or receive an urgent call. In these circumstances, they should leave the school premises to use their phone and may return afterwards.

Photographs, video or audio recordings must not be taken on the school site unless the school has expressly permitted this. The school may set specific arrangements for performances, celebrations, sporting events or other occasions.

5. Smoking and Vaping

Smoking and vaping are not permitted anywhere on the school premises or grounds. This includes the use of cigarettes, e-cigarettes, vapes and similar devices. Parents, carers and visitors who wish to smoke or vape must leave the school site before doing so.

6. Communication with the school

We want parents and carers to raise questions and concerns with us. Disagreement with a decision, or dissatisfaction with an aspect of school provision, does not in itself constitute unacceptable conduct. However, concerns must be expressed appropriately and through the school's usual communication or complaints procedures.

The school may take action where communication becomes abusive, threatening, excessively persistent, repetitive or otherwise unreasonable. This may include agreeing a particular method of communication, a named point of contact, reasonable limits on the frequency of contact, or requiring meetings to take place by prior appointment.

7. Social media and online conduct

The same standards of respectful conduct apply online. Parents and carers should not use social media, messaging groups or other online platforms to abuse, threaten, harass or intimidate pupils, staff, governors, other parents or members of the school community.

Concerns about the school or an individual should be raised directly with the school so that they can be considered and addressed appropriately. The school may respond where online activity raises safeguarding concerns, constitutes harassment or threats, or has a significant impact upon the safe and effective operation of the school.

8. Conduct outside the school gates and at school-related activities

The school does not seek to regulate parents' private lives or behaviour away from school. However, where conduct immediately outside the school, on the journey to or from the site, or at a school-related activity is directed towards members of the school community or has a clear impact upon pupils, staff or the safe operation of the school, the school may take appropriate action under this policy.

9. Responding to unacceptable conduct

The school's response will be proportionate to the circumstances, seriousness and frequency of the behaviour. It is not necessary for each stage below to be followed in every case. A serious incident may result in immediate escalation.

Possible actions include:

- an informal reminder of the expected standard of conduct;

- a verbal warning from the Headteacher or another senior member of staff;
- a written warning confirming the behaviour of concern and the consequences of any repetition;
- a final written warning or involvement of the Chair of Governors, where appropriate;
- placing reasonable conditions on contact with staff or access to particular parts of the site;
- requiring future meetings to be arranged in advance and/or attended by a senior member of staff;
- considering withdrawal of permission to enter the school premises;
- contacting the Local Authority, police or another appropriate agency where the circumstances warrant this.

Where appropriate, the school will record incidents and the action taken. Any member of staff who experiences or witnesses a serious incident should report it to the Headteacher or, where the concern relates to the Headteacher, to the Chair of Governors.

10. Restricting or withdrawing access to the school premises

Parents and carers normally have implied permission to enter the school premises for legitimate purposes connected with their child. This permission may be restricted or withdrawn where an individual's conduct makes this necessary to protect pupils, staff or other members of the school community and to maintain the safe and orderly operation of the school.

Before imposing a formal restriction or ban, the school will normally give the individual written notice of the concerns and an opportunity to respond, unless the circumstances require more immediate action. The school will seek appropriate advice where necessary.

Any restriction will be proportionate and kept under review. A restriction on access to the premises does not remove a parent's or carer's right to receive information about, or communicate with the school regarding, their child's education. Alternative arrangements for communication, meetings, drop-off or collection will be made where required. A person who enters or remains on the premises contrary to a lawful restriction may be treated as a trespasser and the school may seek assistance from the police or Local Authority and/or take other appropriate legal action.

11. Serious incidents and involvement of other agencies

Threats of violence, actual violence, harassment, criminal damage, discriminatory abuse or other potentially criminal behaviour may be reported to the police or another appropriate agency. The school will not require staff to place themselves at risk in attempting to remove an aggressive or unauthorised person from the premises. Where an incident raises a safeguarding concern about a child, the school's safeguarding procedures will be followed.

12. Complaints

This policy does not prevent a parent or carer from making a complaint or challenging a decision. Complaints should be made through the school's complaints procedure. The

school will distinguish between a legitimate complaint, even where it is strongly expressed, and behaviour which is abusive, threatening, harassing or otherwise unreasonable.

13. Monitoring and review

The Headteacher is responsible for the day-to-day implementation of this policy. Significant incidents and any formal restrictions on access will be reported to the Governing Body as appropriate.

This policy will be reviewed periodically and sooner where changes in guidance, legislation or school circumstances make this necessary.