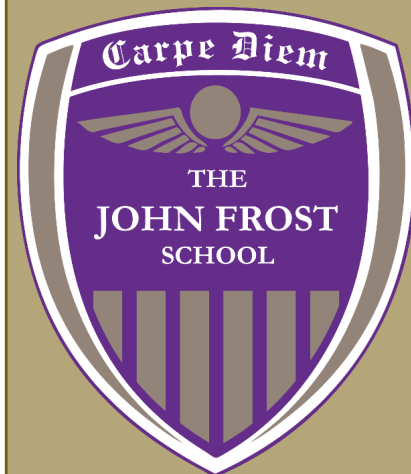


THE JOHN FROST

Parent/Carer Code
of Conduct



Adopted: May 2026

Parent/Carer Code of Conduct

We believe staff, parents/carers, other adults and children are entitled to a safe and protective environment in which to work. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the school.

We ask that all stakeholders (students, parents/carers, staff, Governors, visitors) respect the professional judgements made by the Headteacher and teaching staff. Those who disapprove of professional decisions and school management policies have the choice either of discussing and understanding issues raised, or making a complaint following the Complaints Procedure Policy.

We welcome visitors to our school. We will act to ensure it remains a safe place for students, staff and all other members of our community.

However, abusive, threatening or violent behaviour will not be tolerated. If such behaviour occurs, we will follow the procedures outlined in the Newport City Council's guidance, *'Managing Unreasonably Persistent and Unacceptable Behaviours'*.

Respect and Concern for Others and Their Rights

Whilst disrespectful behaviour from stakeholders is very rare, we need to have a *Code of Conduct* in place to safeguard the children and staff. Therefore, we ask that stakeholders give all members of staff the same level of respect as staff afford to them.

Aim

It is the aim of this Code that all members of the school's community treat each other with respect.

Expectations

The following are the expected outcomes of the Code:

- That adults always set a good example to children, showing them how to get along with all members of the school and the wider community.
- That no members of staff, parents/carers, other adults, or children are the victims of abusive behaviour or open to threats from other adults on the school premises.
- Physical attacks and threatening behaviour, abusive or insulting language whether verbal or written to staff, governors, parents/carers, children, and other users of the school premises will not be tolerated and will result in withdrawal of permission to be on School premises.
- Any parent who is asked to leave the school premises will have the right to appeal the decision by writing to the Chair of Governors.

Roles and Responsibilities

It is the responsibility of the Headteacher and Governors to monitor and review this policy.

Guidelines

Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the school's community may include:

- Shouting, either in person or over the telephone
- Inappropriate posting on social networking sites that is deemed as bullying or derogatory
- Speaking in an aggressive/threatening tone
- Physically intimidating e.g., standing very close or invading another's personal space
- The use of aggressive hand gestures or sudden and or exaggerated movements
- Physical threats, in person or by any other means
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting, e.g., slapping, punching or kicking
- Any other unwanted physical contact
- Spitting
- Racist, sexist, homophobic or any other comments deemed offensive to an individual or group.

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

Inappropriate use of social media

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff and, in some cases, other parents/students.

The Governors of The John Frost School consider the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, the Headteacher or the Chair of Governors, so that they can be dealt with fairly, appropriately, and effectively for all concerned.

If any student or parent/carer of any child being educated in The John Frost School is found to be posting libelous or defamatory comments on Facebook or other social media websites, they will be reported to the appropriate 'report abuse' section of the network site and to the Police.

All social network sites have clear rules about the content which can be posted on the site, and they provide robust mechanisms to report content or activity which breaches this. The school will also expect that any parent/carer or student removes such comments immediately.

In serious cases, the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, the issue of cyber bullying and the use by one child or a parent/carers to publicly humiliate another by inappropriate online communication. We will take and deal with this as a serious incident of school bullying. Thankfully such incidents are extremely rare.

Consequences

The above behaviours on school premises will be reported to the appropriate authorities and Governors may prohibit an offending adult from entering the school grounds to safeguard our school community.

The school reserves the right to take any necessary actions to ensure that members of the school's community are not subjected to abuse. Therefore:

1. Incidents of rudeness will be logged with the Headteacher and Chair of Governors.
2. Abusive adults will have one written warning from the Headteacher.
3. **In the event of unreasonably persistent communications, restrictions on the communication received and response times might be imposed.**
4. School premises are private property and parents/carers have been granted permission from the school to be on school premises. **However, in case of abuse or threats to staff, students or other parents, School may ban parents/carers from entering the school.**
5. Unacceptable behaviour may result in the Police and the Anti-Social Behaviour Team being informed.
6. It is also an offence under *section 547 of the Education Act 1997* for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned and it is possible a fixed penalty notice and/or an anti-social behaviour order may be issued.

Disrespectful and unacceptable behaviour will not be tolerated, and the necessary actions will be enforced:

- The parent will be given the opportunity to discuss matters with a senior member of staff to discuss and resolve the issue.
- If the matter cannot be resolved immediately, the parent will be asked to leave the school premises until a meeting is held to discuss and resolve the issue.
- In the event of severe or continual abuse, the Local Authority and police will be informed, and the parent/carers may be banned from the premises and other possible sanctions imposed.

School is *not* responsible for organizing arrangements for children in the above circumstances. Parents/carers will need to provide alternative arrangements for bringing children into School.

Appeal

Parents/carers have the right of appeal by writing to the Chair of Governors within ten days of permission to enter the school premises being withdrawn.

We trust that parents and carers will assist our school with the implementation of this policy and thank you for your continuing support.