



West Norfolk
Academies Trust

Parent, Carer & Visitor Code of Conduct

Reviewed by: Governing Body

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Contents

1. Purpose	1
2. Working in Partnership	1
3. Zero Tolerance of Aggression Towards Staff	2
4. Behaviour at School Gates and in Online Parent Groups	2
5. Unacceptable Behaviour	3
6. Communication with Staff	3
7. Persistent or Unreasonable Behaviour	3
8. Breaches of this Code	3
9. Safeguarding and Staff Wellbeing	4
10. Linked Policies	4

1. Purpose

West Norfolk Academies Trust believes that pupils learn best in a safe, respectful and supportive environment where staff, parents and the wider community work together.

This Code of Conduct sets out the standards of behaviour expected from parents, carers and visitors when interacting with schools within West Norfolk Academies Trust.

This Code applies to behaviour:

- *On school premises*
- *At school events or activities*
- *During communication with staff, including email, Class Dojo/MCAS, telephone or social media*

For the purposes of this policy, the term *parent* includes anyone with parental responsibility for a pupil or anyone caring for or collecting a child.

This Code of Conduct applies to all schools within West Norfolk Academies Trust.

This policy is written in line with **Department for Education guidance on controlling access to school premises** and relevant legislation including:

- *Education Act 1996 (Section 547 – nuisance or disturbance on school premises)*
- *Health and Safety at Work etc. Act 1974*
- *Public Order Act 1986*
- *Protection from Harassment Act 1997*
- *Malicious Communications Act 1988*

This policy should be read alongside the Trust Complaints Policy and Safeguarding Policy.

2. Working in Partnership

Parents, carers and school staff share a responsibility for supporting pupils' education and wellbeing. All members of the school community should treat each other with respect, courtesy and professionalism.

Parents and visitors are expected to:

- *Treat staff, pupils and other parents with respect and courtesy*
- *Work in partnership with schools in the best interests of pupils*
- *Model positive behaviour and language to children*
- *Raise concerns in a calm and constructive manner*
- *Follow the Trust Complaints Policy when raising concerns*
- *Allow reasonable time for staff to respond to communication*
- *Follow safeguarding and visitor procedures when on school premises*

Concerns should normally be raised in the first instance with the relevant member of staff or the Executive Headteacher in line with the Trust Complaints Policy.

Parents should not approach governors or trustees directly to raise complaints, as they may later be required to sit on a complaints panel.

3. Zero Tolerance of Aggression Towards Staff

West Norfolk Academies Trust operates a **zero tolerance approach to aggression or abusive behaviour towards staff**.

Staff have the right to carry out their duties in an environment that is **safe and free from intimidation, harassment or abuse**.

Aggressive behaviour includes:

- *Shouting at or verbally abusing staff*
- *Threatening or intimidating behaviour*
- *Harassment in person, by telephone, email, Class Dojo/MCAS or social media*
- *Persistent or vexatious complaints intended to distress staff*
- *Attempting to confront staff aggressively on/off school premises*
- *Recording staff without permission*

The Trust reserves the right to take **immediate action where behaviour is considered unacceptable or poses a risk to the safety, wellbeing or operation of the school**.

Serious incidents may result in **immediate removal from the school site and a ban without prior warning**.

4. Behaviour at School Gates and in Online Parent Groups

Parents and carers are expected to behave respectfully towards staff, pupils and other parents during drop-off and collection times, including in areas immediately outside school premises.

Concerns or disputes between parents must not be addressed at the school gates or in front of pupils. Any concerns should be raised with the school through the appropriate channels.

Parents and carers should also act responsibly when participating in online parent groups or social media forums connected to the school community. These platforms should not be used to:

- *Share rumours or unverified information about the school, staff or pupils*
- *Post defamatory, offensive or inappropriate comments*
- *Raise complaints about the school*

Concerns should instead be raised through the Trust Complaints Policy.

5. Unacceptable Behaviour

The following behaviour will not be tolerated:

- *Disrupting or threatening to disrupt school activities or events*
- *Swearing or using offensive language*
- *Threatening or intimidating behaviour towards staff, pupils or parents*
- *Physical aggression towards adults or children*
- *Disciplining or confronting another person's child*
- *Sending abusive or threatening communications*
- *Posting defamatory or offensive comments about the school or staff online*
- *Damaging school property*
- *Attempting to access school premises without permission*
- *Smoking, vaping, alcohol or drug use on school premises*
- *Recording meetings or telephone calls without agreement*
- *Taking photographs without permission*
- *Bringing dogs onto school premises (except assistance dogs)*

6. Communication with Staff

Parents and carers are expected to communicate with staff in a polite and respectful manner.

The Trust reserves the right not to respond to communication that is abusive, offensive or inappropriate.

Where communication becomes excessive or unreasonable, the school may manage contact in line with the Trust Complaints Policy, including restricting communication to a nominated member of staff or limiting the frequency or method of contact.

7. Persistent or Unreasonable Behaviour

The Trust recognises the right of parents to raise concerns. However, behaviour may become persistent or unreasonable where complaints are repetitive, excessive, abusive or intended to cause disruption.

In such circumstances the Trust may manage communication in line with the Trust Complaints Policy, including implementing communication plans or restricting contact.

8. Breaches of this Code

Where this Code of Conduct is breached, the school may take appropriate action including:

- *Ending meetings or telephone calls*
- *Issuing verbal or written warnings*
- *Restricting communication with staff*
- *Asking the individual to leave the school site*
- *Banning the individual from school premises*
- *Reporting serious incidents to the police*

School staff may end a meeting or conversation if behaviour becomes aggressive or unreasonable.

Schools have the authority under **DfE guidance on controlling access to school premises** to ban individuals whose behaviour poses a risk to staff, pupils or others.

Individuals who enter school premises after being banned may be treated as **trespassers under Section 547 of the Education Act 1996**.

9. Safeguarding and Staff Wellbeing

All members of the school community share a responsibility to support the safeguarding and wellbeing of pupils.

Behaviour that places pupils, staff or others at risk may be treated as a safeguarding concern and dealt with in accordance with the Trust Safeguarding and Child Protection Policy.

West Norfolk Academies Trust is committed to protecting the health, safety and wellbeing of staff, and staff should not be expected to tolerate behaviour that threatens their safety or dignity.

10. Linked Policies

This policy should be read alongside:

- *Trust Complaints Policy and Procedure*
- *Safeguarding and Child Protection Policy*
- *Behaviour Policy*
- *Staff Code of Conduct*
- *Health and Safety Policy*