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Next review	September 2026
Approval by	Principal
Review frequency	Two yearly
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Brockington College Parent, Carers and Visitors Code of Conduct and Behaviour Policy

1. Introduction

- 1.1 Brockington College, a Church of England Academy, has at its heart a distinctive Christian ethos. Based on our Christian foundation and values we seek to promote a culture of developing every person and therefore every school policy is written from this perspective, with a commitment to learning and maturing in the context of communal and individual development.
- 1.2 We lay particular stress on the Christian values of compassion, forgiveness, justice, koinonia, learning, perseverance, respect and wisdom for individuals and across the school community.

2. Values statement

- 2.1 Our college is inextricable from the community it serves, and actively welcome parents, carers, volunteers and other visitors on site. The Parent, Carers and Visitors Code of Conduct and Behaviour Policy is designed to allow us to support telephone calls, written conversations and visits while recognising that this must not be at the cost of a happy, healthy or safe environment for students or staff of the college.

3. Aims and purpose

- 3.1 We recognise that all schools are the private property of Embrace Multi Academy Trust and that there is no automatic right of entry, apart from the 'implied right' of parents and carers to attend appointments and school events; or to deliver and collect younger children. It is for schools to set out the rules for presence on site, and at their discretion to withdraw licence for presence on site where the rules for reasonable behaviour on site are not observed. Parents/carers should be aware that unlicensed presence on the college site may constitute an offence under the Education Act 1996.
- 3.2 All visitors or persons holding implied licence to be present on site must comply in all respects with school safeguarding, visitor registration and other rules of behaviour, including observing the reasonable rights of others. Failure to do so may result in a visitor's escorted departure from the college site, and in removal of any licence to be present on site.
- 3.3 On occasion, unwelcome visitors cause a nuisance on the school premises which disturb the life of the school. Trespass is a civil offence committed when somebody enters property where he/she has no right to be and refuses to leave when requested to do so by the owner, or his/her representative. Schools can ask someone to leave and take civil action in courts if someone trespasses regularly. These guidelines cover unwelcome visitors and the current guidance can be found at : <https://www.gov.uk/government/publications/controlling-access-to-school-premises/controlling-access-to-school-premises>
- 3.4 The rules of behaviour enforced at the college include an expectation of reasonable conduct, observing the rights of others. The definition of reasonable conduct is for the principal to determine in any specific example; however, examples of unreasonable conduct may include demanding to see teaching or leadership staff without an appointment; refusing to leave site when requested politely to do so, or use of abuse language or conduct in school – please see types of unacceptable behaviour below.

- 3.5 Reasonable expectations of good conduct may be deemed to apply to actions taking place offsite. Examples of unreasonable conduct offsite would include publishing the personal information of any member of the school staff; unreasonably attempting to make contact with a member of staff or student of the college outside school, or any action taking place in the school community and specifically designed to bring the school into disrepute.
- 3.6 The responsibility of the school to maintain a safe environment extends beyond school limits and applies both to activities organised by the school and held offsite, and in some respects, to the journey to and from school. Breaches of reasonable conduct offsite may be regarded as violation of the college's Parent, Carers and Visitors Code of Conduct and Behaviour Policy and be responded to accordingly.
- 3.7 Please note that it is the policy to support and comply with police investigations in all circumstances. Any incident potentially meeting the test for criminal conduct will be reported to the police. It is not at staff discretion to decide whether a report will be made.
- 3.8 Maintaining the safety of students is our first priority. The presence of visitors on site must never be at the cost of the rights and safety of children and young people in school.
- 3.9 Children and young people have a right not to be recorded, photographed or identified outside of the college without their consent. No images or other recordings should be made on site without the specific permission of the principal and the parents of the child or the young person (as appropriate).
- 3.10 Visitors are required to recognise that schools are places of learning, and to respect them accordingly. Visitors on site must not act in such a way to disrupt learning, undermine reasonable standards of behaviour in college or otherwise refuse to engage with rules and policies put in place to support the smooth running of the college.

4. Parking code of conduct

- 4.1 To support the safeguarding of all our students on the school premises, parents, carers and visitors must treat staff on duty with courtesy and adhere to the following:
- observe the speed limit of 5mph
 - drive safely and be observant;
 - park in designated bays only
 - only park in a disabled bay if you are a blue badge holder
 - do not park or drop off students in the bus lane
 - do not park or drop off students in any areas marked with double yellow lines.
- All members of staff have the right to ask drivers to move their cars at any time.

5. Types of unacceptable behaviour

- 5.1 In order to support a peaceful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following:
- disruptive behaviour or disorderly conduct which interferes or threatens to interfere with the running of a meeting, classroom, office or any other area of the school grounds
 - use of loud/or offensive language including shouting, swearing, using profane language, attempting to physically intimidate, use of aggressive hand gestures or displaying temper
 - threatening to harm a member of school staff, visitor, fellow parent/carers or student regardless of whether or not the behaviour constitutes a criminal offence
 - damaging or destroying school property
 - a breach of the school parking code of conduct
 - sending abusive or threatening e-mails or text/voicemail/phone messages or other written communications
 - defamation of the school or staff character on Facebook or other social networking sites

- the use of physical aggression towards another adult or child. This includes physical punishment against your own child on school premises
- approaching someone else's child in order to discuss or chastise them because of their actions towards your own children
- smoking and consumption of alcohol or illegal drugs on school premises
- dogs being brought on to the school premises with the exception of assistance dogs.

6. Treating our staff with respect

- 6.1 Our staff are entitled to be treated with respect. It is never acceptable to raise your voice or to behave aggressively or abusively. There is no place for threats or abuse conduct in schools.
- 6.2 Our staff have the right not to be recorded, photographed or identified online without their consent. No images or other recordings may be made on site without the specific permission of the principal and any staff member present. Staff members are not able to give individual permission for recordings to be made without the specific permission of the principal.
- 6.3 Visitors are required to recognise that schools are places of work, and to respect the accordingly. Visitors on site must not act in such a way as to disrupt the work of the school, undermine reasonable standards of conduct or otherwise refuse to engage with rules and policies put in place to support trust staff.
- 6.4 Staff have the right to be protected from unreasonable expectations both on and away from school site. Please do not ask our staff members to set aside rules and policies put in place to support the school or their individual rights; to behave unreasonably in the course of their employment, or to respond outside the reasonable expectations defined by the school.

7. Steps to be taken in the event of unacceptable behaviour

- 7.1 The school has the right to withdraw the 'implied permission' for a parent/carer or visitor to enter or be on the school's premises if their behaviour while they were previously on the school's premises was unacceptable. The withdrawal of the 'implied permission' will be effective as soon as the parent or other visitor has been told that they must leave and are prohibited from returning, and will be confirmed in writing by recorded delivery if the home address is known. The full procedure that the school will follow is outlined in further detail below.
- 7.2 Once the 'implied permission' has been withdrawn, the school will ask the police to remove the parent or visitor if they appear on the school's premises. If the parent/carer or visitor causes a nuisance or disturbance while they are on the school's premises, they may also be prosecuted in the criminal courts under Section 547 of the Education Act 1996, be liable to pay a fine of up to £500.00 and have a criminal conviction recorded against them.
- 7.3 Where a parent/carer has had their "implied permission" to enter and be on the school's premises withdrawn, the school will, in appropriate cases, make alternative arrangements for the parent's children to be dropped off and collected from the school, and in relation to consultation evenings and other meetings.

8. Procedures

- 8.1 If an incident arises, the member of staff should follow these procedures.
- If a visitor on site - ask the person to leave or invite them to a room away from a crowded area or classroom - ask the principal (or vice principal) for support if necessary at any point.
 - If a telephone call - give them three warnings that you will put the end the call, and do end the call if there is no improvement in their behaviour.

- If written correspondence (for example email or letter) - forward to the operations manager to be reviewed, do not attempt to answer yourself. The operations manager will liaise with the principal before any reply.
 - In the event of violence or aggression, contact the police using 999.
- 8.2 After the incident, the principal will ask the people who witnessed the incident to make witness reports in writing as soon as possible after the incident - reports must be signed and dated. Make it clear that the reports may be disclosed to the perpetrator and the witness should say whether or not they are prepared for this to happen. Consider whether the person should be given a verbal warning, given a warning letter or if appropriate at this point, banned.
- 8.3 The principal will discuss this with the chair of governors and keep her/him informed.
- 8.4 If a verbal conversation is thought appropriate, this will be documented.
- 8.5 If a letter is thought appropriate, a letter will be sent to him or her.
- 8.6 If a ban is appropriate, the principal will give the visitor an opportunity to make representations about this before finalising the ban. If the principal considers it unwise to allow the visitor back on the premises at this time, s/he will impose a temporary ban for a week, to give the visitor an opportunity to make representations in writing. As soon as this happens, the principal will write to the visitor informing him/her of the decision to extend the ban or not to renew it after the initial week has elapsed.
- 8.7 If a ban is renewed after the initial week, the principal will impose any further ban for a fixed period of time and explain that she will review the ban at the end of that period.

9. Complaints policy

- 9.1 Further information on definitions of conduct and expectations defined as vexatious are available in the Embrace Multi Academy Trust Complaints Policy at <https://www.embracemat.org>.

10. Warning notice

- 10.1 Please see Appendix 5 with the model warning notice for the school to display externally.

Appendix 1

Steps to be taken if an incident occurs

1. Step 1: verbal warning

The principal (or member of SLT) will speak to the person or persons perpetrating such an incident, privately. It will be put to them that such behaviour is unacceptable and an assurance will be sought that such an incident will not be repeated. It will be stressed on this occasion that repetition of such an incident will result in further more serious action being taken. If the principal has been subject to abuse this will be done by the chair of governors (or another appointed governor).

2. Step 2: written warning

If a second incident occurs involving the same person or persons, the principal will write to the adult(s) informing them once again that this conduct is unacceptable. As for step 1, if the principal has been subject to abuse this will be done by the chair of governors or other appointed governor. NB: Any incidents of violent conduct would immediately proceed to step 5. At any stage, the school may report serious incidents of abusive and threatening behaviour to the Local Authority. The school has a statutory responsibility to report any racist or discriminatory incidents to the Local Authority (See Equality Policy). Any act of actual or threatened violence will be referred to the police immediately. See step 2 example letter.

3. Step 3: final written warning

If a third incident occurs involving the same person or persons, the chair of governors or other appointed independent governor, will write to the adult(s) giving a final warning that this abusive and threatening behaviour is unacceptable, and that a repetition of this conduct will leave the governors no option but to take further action.

4. Step 4: exclusion from school premises

If such an incident recurs or if an initial incident is considered serious enough, the chair of governors (or other appointed governor) would enforce an exclusion from school premises.

5. Step 5: removal by the police

If, following a decision to exclude a person from the school premises, that person persists in entering school premises, they may be removed by the police as a trespasser under Section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986.

- 6.** All parents/carers, even if excluded from school premises, are not excluded from the rights to access to school and have a right to seek an appointment to speak to school staff about their child's educational progress.

Appendix 2

Step 2: written warning (template)

Dear

Re: Your conduct on school premises on (insert date)

I refer to the incident that took place on school premises today (or insert relevant day) when you (insert details of the incident)/took place on the telephone/e-mail etc.

If the principal did not witness the incident they may wish to use the following text: I have considered the witness accounts of the incident, (if relevant: including your own), and it would appear (insert details of incident).

Your behaviour falls short of the standard of conduct expected of those visiting the school. I must therefore warn you that if you are involved in a similar incident again, you will leave me with no alternative other than to ban you from coming onto the school site without my written permission.

I do hope that this will not be necessary and that I can rely on your cooperation in this matter.

Yours sincerely

Principal

Appendix 3

Step 3: final written warning (template)

This is an example of a warning letter to be sent to a parent, carer or visitor who has caused a disturbance at the school. The actual wording may need to be varied according to the circumstances. It is advisable to discuss the matter with the trust before sending such a letter.

Dear

It has been reported to me that you have caused a disturbance on Brockington College premises on (date).

We have spoken privately about your unacceptable behaviour in the past and you reassured me (or member of the SLT) that such an incident would not be repeated.

On this occasion, your behaviour has upset (who or a number of members of staff, students, etc) who were present. (Optional)

If you are unhappy about any aspect of your child's education, then we can arrange to have a meeting at an appropriate time and place.

This letter serves as a written warning, in accordance with our Visitors On Site Policy. I must inform you that any repetition of such behaviour could lead to an immediate withdrawal of permission for you to enter the school premises.

Should you wish to discuss the content of this letter, please make an appointment to see me via the school office.

Yours sincerely

Principal

Appendix 4

Step 4: exclusion from school premises (template)

Dear

I have been asked to write to you with regard to your conduct on site at Brockington College on XXX (date)

I refer to the incident that took place on school premises on (insert relevant day) when you (insert details of the incident). In my letter dated (insert date), I note that you have had a private conversation and a written warning about your conduct in the past. I referred to my intention to ban you from the premises and I invited you to make representations to me about this.

This is a breach of the Visitor On Site Policy, which you were deemed to have accepted on registration as an external visitor.

We will not tolerate abusive or threatening conduct to our staff. All members of the school community have a right to expect that their school is a safe place in which to work and learn. There is no place for disruptive behaviour or abuse in schools.

As a signal that we do not encourage or accept unreasonable behaviour, the school has therefore taking the decision to withdraw permission for presence on site under the Education Act. This bar will be for an initial period of XX weeks, after which the ban will be reviewed by the chair of governors or myself. I will write to you again when this review is going to take place so that you may make written representations, which we will take into account. When we have made our decision, I shall write to you to inform you of it together with our reasons.

You should be aware that presence on site while license is withdrawn may constitute a criminal offence under the section 547 of the Education Act 1996.

The withdrawal of permission for you to enter the school premises takes effect straight away; however, we are required to give you the opportunity to make representations on the report that the trust has received. These comments may include any expressions of regret on your part and any assurances that you are prepared to give with regard to your future good conduct.

You are asked to send me any written comments you wish to make by XXX (date) giving five days notice. Such representations should be addressed to the Chair of Governors, Brockington College, Blaby Road, Enderby, Leicester, LE19 4AQ

Yours sincerely

Principal

WARNING

TRESPASSING OR CAUSING NUISANCE

ON A SCHOOL SITE CAN LEAD TO

A CRIMINAL CONVICTION

UNDER SECTION 547 OF THE EDUCATION ACT 1996