KEYS Academy Trust

"Unlocking the Future"

Parent and Visitor Code of Conduct

Policy Level and Description:	3	TKAT Policy Guidance Schools may use this to inform the drafting of their non-statutory policy	
Reviewed by: ***(Trust Officer)***	Hester Wooller CEO	**Reviewed by:** ***(School representative)***	Phil Sherwood Executive Head
Approved by: ***(Trust Committee/Trust Board)***	FAPP	**Approved by:** ***(LGB/LGB Committee)***	LGB
Trust approval date: ***(dd/mm/yyyy)***	24/02/26	**LGB/LGB Committee approval date:** ***(dd/mm/yyyy)***	March 2026
Review due: ***(mm/yyyy)***	11/2028		

We are a family of distinctive schools at the heart of the diverse communities we serve. In line with our Christian ethos, we aspire to excellent learning and pastoral care for pupils and staff and are committed to being open and welcoming to all.

Parent and Visitor Code of Conduct

Policy Monitoring, Evaluation and Review

This policy is effective for all schools within The Keys Academy Trust (TKAT) and all other activities under the control of the Trust and reporting to the Trust Board.

1. Introduction

The purpose of this document is to remind parents, carers and visitors about the expected conduct in order to maximise effective partnership working and ensure the safety and wellbeing of pupils and staff.

Reference to visitors within this policy includes any contractors.

2. Scope

This code of conduct applies to parents, carers and visitors of the schools within TKAT. It is expected that the majority of contact will be with the schools but this code of conduct also applies to any visitors to the TKAT House; to behaviour with staff in these settings; and to comments about these organisations. Reference to governors includes TKAT trustees.

3. Expected behaviour and conduct

In order to ensure that our schools remain a peaceful and safe place in which to learn and work, TKAT expects parents, carers and visitors to:

- Respect the values and ethos of our schools;
- Understand that teachers and parents need to work together for the benefit of their children;
- Treat all members of staff with respect and therefore set a good example in their own speech and behaviour;
- Approach the school to help resolve any issues of concern in a calm and respectful manner;
- Correct their own children's behaviour on the school premises; especially where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.

4. Behaviour and conduct that is not tolerated

TKAT will not tolerate parents, carers and visitors exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the school grounds including sports pitches;
- Use of loud or offensive language or tone, swearing, cursing, using profane language or displaying temper;
- Threats to a member of school staff, governor, visitor, fellow parent/carer or pupil/student regardless of whether or not the behaviour constitutes a criminal offence;
- Open display of disrespect to any member of staff or governor;
- Defamatory, offensive or derogatory comments in communication, either verbal or written (including emails, text/voicemail/phone messages or other written communication) to a member of staff or governor;
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/students, parents, staff or governors at the school on any social media sites;
- Use of equipment to record conversations with members of staff and governors;
- Use of physical aggression towards another adult or child. This includes physical punishment against own child on school premises, which is likely to put a child at risk of harm or constitute a safeguarding breach, which will lead to immediate action.
- Approaches to someone else's child in order to discuss or chastise them because of the actions of this child towards their own child (such an approach to a child may be seen to be an assault on that child and may have legal consequences);
- Smoking and consuming alcohol or other drugs whilst on school property.
- Damage or destruction of school property; and
- Dropping litter on school property.

5. Inappropriate use of social media

In the event that any parent/carer of a pupil/student at one of TKAT's schools or other community member is found to be posting libellous or defamatory comments on social media sites, they will be reported to the appropriate 'report abuse' section of the social media network site. All social media sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. TKAT will also expect that any parent/carer, pupil/student or community member removes such comments immediately. Where a pupil/student has posted comments, it is the responsibility of the parents or legal guardians to ensure this content is removed.

6. Use of mobile phones/devices

Parents, carers and visitors are not permitted to take photographs or recordings of pupils unless they are attending Trust or School events. Photographs and recordings taken at such events should be for domestic purposes only and should not include any child other that their own. The Trust asks that parents, carers and visitors do not post any images or videos that include any child other than their own child on any social media or otherwise publish those images or videos.

Parents, carers and visitors are not permitted to use their own mobile devices whilst in lessons or when working with pupils. This includes making or receiving calls, or sending texts.

7. Dealing with incidents

An overview of the approaches to dealing with breaches of this code of conduct can be found in Appendix A.

All incidents of threatening behaviour, abuse, violence or any other breach of this code of conduct will be recorded on the incident report form located in Appendix B.

Parents, carers and visitors who display behaviour that breaches this code of conduct will, in the first instance, be politely asked to stop and offered the opportunity to discuss the matter in person. If either party feels it is not conducive to have these discussions immediately following the incident, an appropriate time will be arranged for these discussions to take place.

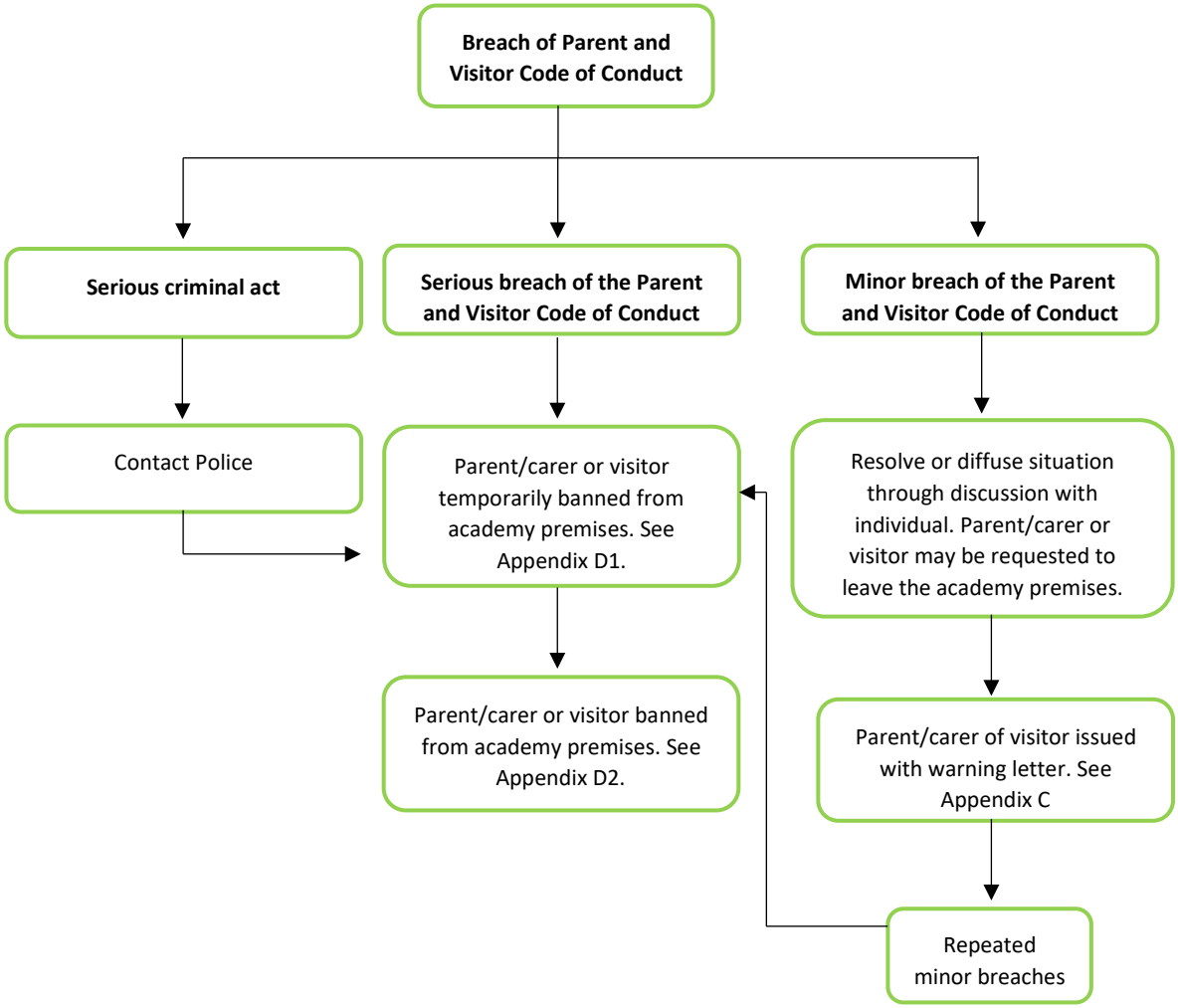
We recognise that behaviour is often driven by emotion and whilst this may explain an incident/response/or reaction in the first instance, it will not excuse breaches of the policy.

Where parents, carers or visitors continue to act unacceptably, the Headteacher/Head of School may feel it necessary to issue a warning letter to the individual stating that should the behaviour persist it may lead to a ban from the school grounds. A model letter can be found in Appendix C.

If necessary, and as a last resort, the school may bar parents, carers and visitors from the school premises. In such cases, the Headteacher/Head of School will write to the individual stating that a bar has been put in place, state the length of the ban, with a review date and will provide the parent, carer or visitor with an opportunity to make representations before finalising the bar. The Headteacher/Head of School must inform the Trust office when such a decision has been made. A model letter can be found in Appendix D.

Appendix A:

Approach to dealing with breaches of the Parent and Visitor Code of Conduct



Appendix B:

Parent and Visitor Code of Conduct

Incident Report Form

School:			
Date of incident:		Time of incident:	
Details of person reporting incident			
Name:		Position:	
Details of person assaulted/verbally abused (if appropriate)			
Name:		Position (if member of staff)	
Department/Class:			
Details of perpetrator(s) (if known)			
Name:		Context in which known (parent, contractor, etc.)	
Details of incident:			
Type of incident:	*(e.g. verbal assault, physical assault, nuisance)*		
Location of incident:			
Details of incident:	*(describe incident, including, where relevant, events leading up to it; relevant details of trespasser/assailant not given above; if a weapon was involved, who else was present)*		
Witnesses:	*(name, relation to incident (e.g. parent/student/staff member) and contact details)*		
Outcome:	*(e.g. whether police called; whether trespasser was removed from premises under section 547; whether parents contacted; what happened after the incident; any legal action)*		
Other relevant information:	*(e.g. possible contributory factors, has the parent, carer or visitor been involved in any previous incidents?)*		
Signed:			
Date:			

Appendix C: Warning letter

Sample warning letter that may be sent to a parent, carer or visitor. The actual wording may need to be amended dependent on the circumstances.

Dear <<insert name>>

I have received a report about your conduct on <<enter date>> and <<enter time>> when you [add summary of the incident and of its effect on staff, pupils, other parents].

I must inform you that <<enter school name>> will not tolerate conduct of this nature on its premises and will act to defend its staff and pupils.

This letter serves as a written warning, in accordance with our Parent and Visitor Code of Conduct. 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,

Headteacher/Head of School

<<insert school name>>

Appendix D1: Temporary ban from site model letter for parent or carer

Sample initial ban letter that may be sent to a parent, carer or visitor. The actual wording may need to be amended dependent on the circumstances.

Dear <<insert name>>

I have received a report about your conduct on <<enter date>> and <<enter time>> when you [add summary of the incident and of its effect on staff, pupils, other parents].

I note that you have had a written warning about your conduct in the past.

I must inform you that <<enter school name>> will not tolerate conduct of this nature on its premises and will act to defend its staff and pupils.

Whilst this is being further investigated, I have decided that you may not be present on the School premises, unless for a pre-arranged meeting, from now until <<insert date>>, when the situation will be reviewed. The withdrawal of permission for you to enter the School premises takes effect immediately and includes all School buildings, playgrounds and fields.

If you do not comply with this instruction, I shall arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

For the duration of this decision you may bring your son(s)/daughter(s) [complete as appropriate] to school and collect them/him/her [delete as appropriate] at the end of the school day, but you must not go beyond the school gate.

Arrangements have been made for your son(s)/daughter(s) (insert child/rens names) to be collected, and returned to you, at the school gate by a member of the School's staff.

To enable me to take a decision on this matter, please send me any written comments you wish to make by <<insert date – 10 school days from date of letter>>. If, on receipt of your comments, I consider that my decision should be confirmed, you will be supplied with details of how to pursue a review of your case.

Yours sincerely,,

Headteacher/Head of School

<<insert school name>>

Appendix D2: Ban from site model letter for parent or carer

Sample ban letter that may be sent to a parent, carer or visitor. The actual wording may need to be amended dependent on the circumstances.

Dear <<insert name>>

I write to you with regard to my letter dated <<insert date>> requesting your account of the events described in that letter and asking you to explain the position from your point of view. [Delete as appropriate] I have met with you to discuss the concerns/ I have not received a written response from you/I have received a letter from you dated [date], the contents of which I have carefully considered.

In the circumstances, and after further consideration, I have determined that the decision to withdraw permission for you to come onto School premises should be confirmed. I am therefore instructing that, until further notice, you are not to come onto the School premises without prior knowledge and approval. If you do not comply with this instruction, I shall arrange for you to be removed from the premises. If you cause a nuisance or disturbance on the premises, you may be prosecuted under Section 547 of the Education Act 1996; if convicted under this section, you are liable to a fine of up to £500.

Even though we have taken this decision, the staff at <<insert School Name>> remain committed to the education of your child(ren), who must continue to attend school as normal under the arrangements set out in my previous letter.

This decision will be reviewed again <<(insert review date which should be a reasonable period and no longer than 6 months)>>.

Yours sincerely,

Headteacher/Head of School

<<insert school name>>