



Oldbury Wells School

Parent/Carer/Visitor Code of Conduct

November 2025

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Oldbury Wells School Statement of our Ethos and Values

At Oldbury Wells School we aim to enable all our learners to develop to their full potential, academically, socially and emotionally. We want our learners to achieve the very best academic outcomes they can but we also aim to prepare them for adult life, in which they will be effective citizens and make a strong contribution to society. By doing this we meet our statutory duty to promote fundamental British values, whilst celebrating the fact that our community has in recent years welcomed students from other countries. Key features of our ethos and values are met by:

- High academic aspirations for all our learners, whatever their ability or prior attainment. Developing a lifelong love of learning
- Maintaining expectations of outstanding personal conduct, with a focus on behaviour for learning
- Developing respect for the self and for others.
- Promoting an understanding of right and wrong, and the need to respect the laws of the country.
- Developing learners' understanding of the town, county and country in which they live.
- Promoting understanding and tolerance of different faiths, cultures, nationalities and backgrounds.
- Teaching our learners about their democratic rights and responsibilities as citizens of Great Britain, the United Kingdom and the world.
- Promoting equal opportunities for all.

We work closely with our learners, their parents and carers to ensure that we are an inclusive and welcoming community that values everyone's contribution. We are proud to be one of 9 schools that work closely as part of TrustEd Schools and are committed to our role in the local community.

At Oldbury Wells School, we are fortunate to have a supportive and friendly parent body. Our parents/carers/visitors recognise that educating children is a process that involves partnership-working between parents, teachers and the school community, and that as partners we realise the importance of a good working relationship so that we can all equip our children with the necessary skills and attributes for adulthood.

The purpose of this policy is to provide a reminder to parents/carers about expected conduct, so we can continue to have a welcoming and safe learning environment. This document outlines the manner in which parents/carers are expected to act whilst on the school premises, as well as detailing what types of behaviour will be tolerated.

All staff members have the right to work without fear of violence or abuse therefore, physical attacks, threatening behaviour and abusive or insulting language towards staff members, governors, visitors, learners or other parents may result in individuals being removed from the premises.

By sending your child to be educated at Oldbury Wells School or having read the Visitors Code of Conduct prior to signing in at Reception, it is taken as acceptance of this code of conduct.

Note: 1. This policy applies to all parents, carers or visitors. For simplicity, this policy will only refer to this group as 'Parents' from here on in.

1. Legal Framework

- 1.1 This document has due regard to all relevant legislation including, but not limited to, the following:
- Education Act 2011
 - Education Act 1996
 - Children Act 2004
- 1.2 This document has due regard to statutory and best practice guidance, including, but not limited to, the following:
- DfE (2025) 'Keeping children safe in education'
 - DfE (2018) 'Controlling access to the school premises'
- 1.3 This document operates in conjunction with the following:
- [Complaints Procedures Policy](#)

2. Expectations

Our school expects parents and carers to:

- Act in accordance with this code of conduct at all times.
- Support and reflect the school's ethos and values through their behaviour.
- Set a good example to students through their behaviour and the way they interact with staff, learners and other adults.
- Work together with staff for the benefit of their child.
- Treat all governors, staff members, learners, other parents and any other individuals connected to the school with dignity and respect.
- Work with staff members to resolve any issues of concern.
- Where appropriate, clarify their child's version of events with the school to bring about a peaceful solution to any issue.
- Correct their child's behaviour appropriately, where it could otherwise lead to conflict or aggressive or unsafe behaviour.
- Respect the school's property and environment by keeping it clean and tidy.
- Ensure their dress and appearance in school reflect that they are role models for students.

3. Inappropriate Behaviour

- 3.1 The school takes instances of inappropriate behaviour very seriously and will not tolerate any circumstances that may make learners, staff members and other members of the school community feel threatened or intimidated.
- 3.2 Parental behaviour that the school will not tolerate includes the following:
- Displaying disruptive or other inappropriate behaviour which interferes or threatens to interfere with any of the school's operations or activities.

- Inappropriate behaviour on school premises, including raising voices at another individual.
- The use of offensive, threatening or aggressive language (including the use of hand gestures e.g. raising fists and fingers) whether face-to-face or via another medium (e.g. telephone).
- Discriminating against any member of the school community, including learners, staff (including those adults working for school e.g. counsellors), governors and other parents.
- Bullying, harassment or intimidation, including physical, verbal and sexual abuse offline and online, including sending abusive or threatening messages to any member of the school community.
- Trespassing on school property without prior permission or implied licence.
- Causing intentional damage to school property.
- Breaching the school's safeguarding/security procedures.
- Using physical violence on the school premises or on a member of the school community, e.g. hitting, slapping, punching, kicking and pushing.
- Physically intimidating or partaking in unnecessary physical contact with an individual.
- Writing or posting abusive, offensive or defamatory comments or content about an individual or the school, including on social media.
- Sending staff aggressive emails or other communications.
- Psychologically harassing any member of the school community, including displaying vexatious behaviour which is humiliating for the individual and is damaging to their self-esteem.
- Approaching another parent or student to discuss or reprimand them because of an issue between learners.
- Recording meetings without the express permission of all those in attendance.
- Smoking, or taking illegal or harmful drugs while on the school premises.
- Drinking alcohol on the school premises, unless it has been authorised and supplied by the school.
- Taking photographs or videos on the school premises without prior permission from the school.
- Driving unsafely within the vicinity of or on school grounds.
- Parking inappropriately or irresponsibly on school grounds.

4. Managing Inappropriate Behaviour

- 4.1 If a parent is behaving inappropriately, a report will be made to the Headteacher, or the most senior member of staff available in their absence, who will decide on the most appropriate course of action.
- 4.2 Parents will raise concerns regarding another parent's behaviour or conduct directly with a senior member of staff and will not approach the parent themselves.

- 4.3 Instances of parents displaying inappropriate behaviour will be managed in a variety of ways, depending on the severity of the situation.
- 4.4 When a parent is behaving inappropriately the school reserve the right to ask the parent to leave the school premises immediately, or to end the conversation (e.g. if by telephone).
- 4.5 When a parent has behaved inappropriately, they may be invited to a meeting by the Headteacher, or the most senior member of staff available in their absence, to discuss their behaviour and to attempt to resolve the issue.
- 4.6 Where this initial contact is not sufficient to resolve the issue the Headteacher, in collaboration with other staff and relevant agencies, will consider what further action may be required. This action, depending on the situation, could include the following but is not limited to:
- Barring the parent from the school premises
 - Contacting the police
 - Seeking legal redress through the courts
 - Restricting the parent's channels of communication to the school, e.g. no longer allowing the parent to send emails to a staff member directly
 - Reporting content the parent has posted online to the website's admin
 - Referring the case to children's social care, where the behaviour indicates that the parent poses a risk to children.
- 4.7 If a parent refuses to attend such a meeting, they may be barred from the school premises. In some cases, a parent may be barred from the school premises with immediate effect.
- 4.8 Any child protection and safeguarding concerns will be addressed in accordance with the school's Safeguarding and Child Protection Policy.
- 4.9 The school reserves the right to escort anyone off the premises who is displaying aggressive or disruptive behaviour.
- 4.10 The police may be contacted to provide advice on managing an incident or to assist in the removal of an individual from the premises, where necessary.
- 4.11 The police will be contacted where a parent is being violent or has committed assault, or where the event has caused harm to an individual.
- 4.12 If a parent has been previously barred from the premises or has exceeded their implied access to the premises and is causing a disturbance, the police will be contacted to remove the individual from the premises.
- 4.13 If a parent persistently displays unacceptable and inappropriate behaviour, this may result in them being barred from the school premises, in line with section 5 of this policy.

5. Barring from the School Premises

- 5.1 The school has the right to bar a parent from the premises to keep the school community safe.
- 5.2 If a parent is displaying inappropriate or concerning behaviour, they will be asked to leave the school premises.
- 5.3 Behaviour that could result in a parent being asked to leave the premises includes aggressive, abusive or insulting behaviour or language that is a risk to staff or learners, or behaviour that is making staff or learners feel threatened.

- 5.4 If a parent persistently or consistently behaves inappropriately on the school site, or there is a one-off incident of extremely inappropriate behaviour, the school reserves the right to bar this individual from the school site.
- 5.5 The school will either:
- Bar the parent temporarily, until the parent has had the opportunity to formally provide an explanation for their behaviour.
 - Inform the parent that they intend to bar them and invite them to provide an explanation for their behaviour.
- 5.6 The Headteacher will send a letter to the parent, informing them of the following information:
- Why they have been temporarily barred or face a bar
 - The nature of the bar, i.e. if they are temporarily barred pending their representation or if they must provide an explanation for their behaviour before the decision to bar can be made
 - That they have the right to formally express their views on the decision to bar in writing to the chair of governors within 10 working days.
- 5.7 The Headteacher's decision to bar the parent will be reviewed by the chair of governors.
- 5.8 The chair of governors will take account of any representations made by the parent and decide whether to confirm or lift the bar.
- 5.9 The parent will be notified in writing of the decision to uphold or lift the bar.
- 5.10 If the decision is confirmed, the parent will be notified in writing, explaining:
- How long the bar will be in place.
 - When the decision will be reviewed.
- 5.11 Decisions to bar will be reviewed at the end of the school agreed timescale, in line with the process outlined above.
- 5.12 Following a review, the bar may be lifted or, if there are grounds for continued concern regarding the parent's conduct, it may be extended.
- 5.13 Once the appeal process has been completed, parents that remain barred may be able to apply to the Civil Courts. If a parent wishes to exercise this option, they should seek independent legal advice.

6. Monitoring and Review

- 6.1 This document will be reviewed every 2 years by the Headteacher and any changes made will be communicated to all parents and staff at the school.
- 6.2 All parents will be provided access to this code of conduct upon their child's attendance at the school and are required to familiarise themselves with the procedures and guidelines outlined.

Appendix A: Parent Code of Conduct

Parent Code of Conduct Summary

I understand my responsibilities under this code of conduct, and I will ensure that my conduct will be as follows:

- I will not be abusive or threatening to any member of the school community.
- I will dress in an appropriate manner whilst in school.
- I will not behave inappropriately or aggressively in any way whilst in school or when speaking with staff/learners.
- I will not be discriminatory towards any member of the school community.
- I will not trespass on the school property.
- I will not smoke, drink alcohol or take any illegal or harmful substances on the school premises.
- I will not send inappropriate, abusive or aggressive messages to school staff.
- I will not request to 'follow' or 'friend' school staff on social media.

By sending your child to be educated at Oldbury Wells School this is taken as acceptance of this Code of Conduct.

Appendix B: Visitor Brief for Reception

Welcome to Oldbury Wells School

Please show appropriate identification to Reception staff on arrival.

You must wear your visitor's lanyard at all times.

Regular visitors or those in 'regulated activity' must produce evidence of an enhanced DBS check. 'Regulated activity' includes being unsupervised whilst involved in activities or the possibility of being on your own with children during your visit. 'Regular visitor' means more than once per half term.

Please read the following Visitors Code of Conduct, which outlines the essential expectations of our school. Signing in confirms you have read and agree to abide by this code of conduct. **Only sign in after you have read our expectations.** These are:

- You will value and respect all our staff and learners, regardless of racial origins, religion, sexuality, culture and language.
- You will behave in an appropriate way towards all members of our community. This does not include raising voices, offensive or threatening language/gestures.
- You will only use staff toilets.
- You will not take photographs at any time without the consent of the Headteacher.
- You will not use your mobile phone in any part of the school building or grounds, apart from in the designated area (staffroom).

If there is an occasion when you feel uncomfortable about the behaviour of a young person, please discuss it with the member of staff present/hosting you.

Should you have any concerns about the welfare of any child you **MUST** inform the Designated Safeguarding Leads – Ms Rebecca Lawson, Ms Sarah Barlow, Mr Tom Williams or Mr Adam Walker (contactable via reception).

In the event of first aid being required, please contact a trained member of staff (contactable via reception).

In the event of a fire alarm sounding, you must leave the building in orderly manner and follow instructions given by staff members.

At the conclusion of your visit, please remember to hand in your lanyard to reception and record your time of departure.

This is a no-smoking site.

Thank you for visiting our school