

# THE SYDNEY RUSSELL SCHOOL



## Parent Conduct Policy

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Approved in September 2025 by:  
Chair of Governors, Craig Smith  
Principal, Clare Cross



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## Introduction and Ethos

The Governing Body takes the safety and wellbeing of all staff and students extremely seriously. This policy outlines the procedures the school will follow in cases where the behaviour of parents gives a cause for concern.

In particular, this policy deals with situations where parents are being threatening, abusive or aggressive, including online, towards other members of the school community. Such behaviour clearly cannot be tolerated. Staff and students have a right to expect their school to be a safe place in which to work and learn.

The school's expectations for all parents are clearly laid out in our Home School Agreement (Appendix A).

The Department for Education advises that schools should have a written policy setting out the behaviour expected of parents, and the procedures to be followed when a school wishes to restrict a parent's access to the premises.

In this policy, the definition in the Education Act 1996 of the word parent is somewhat extended and includes an individual who has care of the child whether or not they are the natural parent or have parental responsibility for the child and includes stepparents. Where an individual does not fall within this broad definition, the principles of this guidance will still be applied.

## Process for handling a reported incident

Staff will immediately report any incidents where they believe a parent's conduct has been inappropriate through an incident form. An investigation of the incident will be conducted to determine how the incident will be dealt with.

Each situation will need to be considered individually by the Senior Leadership Team (SLT). In order to assess this situation the member of SLT will issue a letter to the parent informing them that they are investigating the allegation and giving them an opportunity to make a written statement of their version of events. The following factors will be taken into account:

- Has the parent been verbally aggressive/threatening/intimidating?
- Has the parent been physically aggressive/threatening /intimidating?
- Has the parent aggressive/threatening /intimidating online?
- What evidence is there? What do witnesses say happened?
- Does the parent have a known previous history of aggression/violence? (Information will be sought from the police when an official complaint has been made).
- Do members of the school staff/community feel intimidated by the parent's behaviour?
- Have pupils witnessed aggressive/threatening /intimidating behaviour from the parent?
- Have pupils been approached inappropriately by the parent?
- Has the parent been abusive to school staff, pupils or visitors?
- Has the parent been persistently abusive to school staff, pupils or visitors?
- Was the parent provoked in any way prior to their behaviour and/or does the parent claim to have been provoked?
- Is there evidence of provocation?
- How frequently have the behaviours occurred?
- Is there a risk (low, medium or high) that the behaviour may be repeated?

After evaluating all available information, and any other relevant factors, there are several actions the school may consider.

## **Forming strategies to manage future situations of potential conflict**

It is sometimes possible to identify situations of potential conflict and to plan for these in a way that minimises potential risks. For example, where a parent persistently engages in arguments with staff on the telephone or by arriving without an appointment at the Front Office at the beginning or end of the school day, the parent could be informed that any discussions with school staff must be held by prior appointment. Alternatively, the parent may be asked not to approach a particular member of staff, but should instead arrange to meet a member of the Senior Leadership Team who will deal with their concerns. In more serious cases a further option may be to advise the parent that in future their concerns should be dealt with by written communication. Any such arrangements will be confirmed in writing to the parent.

## **Meetings**

It may be appropriate for a meeting to take place to discuss events and clarify what is considered as acceptable behaviour by the school. The safety and well-being of those attending such a meeting will be carefully considered. The meeting will be minuted and a follow up letter sent to confirm the school's expectations and any agreed actions. Please be aware that any information obtained without the expressed permission of the school will not be permissible. It is highly inappropriate and in breach of GDPR for a parent to record or say they are recording a conversation with a member of staff without the expressed permission of the school. This will be regarded as intimidatory behaviour.

If the school decides it would not be safe or appropriate to bring all the parties together at a meeting, a restorative process may still take place through the exchange of information in writing.

## **Withdrawing permission for the parent to enter the school site and buildings**

In more serious cases of actual or threatened aggression/violence, or persistent abuse/intimidation, the school may need to consider whether it is safe for the parent to continue to come onto the school site or enter the buildings.

Letters will be issued at each stage of the process. The parent will be given the opportunity to make representations during the review by the Chair of Governors.

If a parent is dissatisfied by the decision of the Chair of Governors then it will be referred to a panel of school governors. If withdrawal of permission to enter school site is confirmed, a date for a second review will be set in the letter and parents are welcome to make representations at the second review stage.

Cases of violence or criminal damage will be reported to the police and the Local Authority.

## Calling for Police Assistance

In cases where a withdrawal of permission to enter school site is in place but is ignored and the person comes onto the school site, the police will be notified immediately. This could result in legal proceedings.

## Legal Proceedings

Where individuals persist in coming onto the school site even when permission to do so has been withdrawn, the school will explore legal proceedings. The options include:

- Prosecution under section 547 of the Education Act 1996
- Community Protection Notice (CPN)
- Civil Injunction
- Criminal Behaviour Orders (CBO's)
- Restraining orders (Protection from Harassment Act 1997)
- Prosecution for criminal damage/assault

## Appendix A: Home School Agreements

### Primary

#### As a parent or guardian, I agree to:

- ensure my child attends school every day
- ensure that my child arrives for school on time and with the correct equipment
- ensure you remain with your child until the class teacher has escorted them into the building
- ensure that my child follows the uniform policy
- ensure that all items such as uniform, coats and bags are labelled clearly with your child's name
- have high expectations of my child's work and behaviour
- encourage my child to work hard in lessons
- reinforce the importance of being polite and respectful to teachers and kind and helpful to other students
- check my child's homework book and reading record daily
- help my child meet the school's expectations by ensuring he or she attends any booster sessions
- encourage my child to participate in extra-curricular activities and trips
- pay for any property that is damaged or destroyed by my child
- accept responsibility for any property brought into school by my child
- regularly monitor my child's ParentPay account
- regularly monitor all of my child's social media accounts and mobile devices
- support my child by attending Parents' Evenings, school events and other meetings, as appropriate
- accept school policies as they are described on the school website and in other relevant documents
- support the school's decision when my child is sanctioned
- conduct myself in a respectful manner towards staff at all times
- trust the school and relevant external agencies to resolve any issues my child might have
- keep the school informed of any changes to my child's circumstances
- ensure that you make the school aware of any medication that your child needs to take during the school day and it is given in to Reception
- ensure that the school has up-to-date contact information



## Appendix A: Home School Agreements (Continued)

### Secondary

As a parent or guardian, I agree to:

- ensure my child attends school every day
- ensure that my child arrives for school on time and with the correct equipment
- ensure that my child follows the uniform policy
- have high expectations of my child's work and behaviour
- encourage my child to work hard in lessons
- reinforce the importance of being polite and respectful to teachers and kind and helpful to other students
- check my child's planner at least once a week to check that homework and detentions are being completed
- help my child meet the school's expectations by ensuring he or she attends catch up sessions or detentions as necessary
- encourage my child to participate in extra-curricular activities and trips
- pay for any property that is damaged or destroyed by my child
- accept responsibility for any property brought into school by my child
- regularly monitor my child's ParentPay account
- regularly monitor all of my child's social media accounts and mobile devices
- ensure my child conducts themselves in a respectful manner within our local community
- support my child by attending Parents' Evenings, school events and other meetings, as appropriate
- accept school policies as they are described on the school website and in other relevant documents
- support the school's decision when my child is sanctioned
- conduct myself in a respectful manner towards staff at all times
- trust the school and relevant external agencies to resolve any issues my child might have
- keep the school informed of any changes to my child's circumstances
- ensure that the school has up-to-date contact information