Norwood Green Junior School

Parent & Visitors Code of Conduct Policy

Policy ratified by the GB: March 2026
Policy to be reviewed: March 2029

At Norwood Green Junior School, we are very fortunate to have supportive parents.

Our parents recognise that educating children is a process that involves a partnership between home and school and understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we welcome and encourage parents/carers as well as other visitors to participate fully in the life of our school.

The purpose of this policy is to provide a reminder to all parents and visitors to our school about expected conduct so that we can work together to ensure a safe and positive school environment for our children.

We ask parents and visitors to respect the professional judgements made by the Headteacher and teaching staff. Those who disapprove of professional decisions and school management policies have the choice of either discussing and understanding issues raised or making a complaint following the school's Complaints Procedure Policy.

Respect and Concern for Others and Their Rights

Whilst disrespectful behaviour from parents and visitors is very rare, we need to have a code of conduct in place to safeguard the children and staff. Therefore, we ask that parents and visitors give all members of staff the same level of respect as staff give to them.

We expect parents, carers and visitors to show respect and concern for others by:

- Supporting the respectful ethos of our school by setting a good example in their own speech and behaviour towards all members of the school community;
- Working together with teachers for the benefit of children. This includes approaching the school to resolve any issues of concern and to discuss and clarify specific events in order to bring about a positive solution;
- For parents, correcting own child's behaviour, especially in public where it could otherwise lead to conflict, aggressive or unsafe behaviour;
- Respecting the school environment, including keeping the school tidy by not littering;
- Following the parking rules when delivering and collecting children from school.

In order to support a peaceful and safe school environment, the school cannot tolerate:-

- Disruptive behaviour which interferes with the operation of a classroom, an office area or any other part of the school grounds;
- Ignoring school staff when approached and asked to confirm why they are on the school premises/in the building if not in the company of a child who attends the school;
- Using loud and/or offensive language or displaying temper;

- The use of verbal aggression or threatening harm to another adult or child. This includes approaching someone else's child in order to chastise them;

- The use of physical aggression towards another adult or child. This includes physical punishment against your own child on school premises. (Some actions may constitute an assault with legal consequences);

- Damaging or destroying school property;

- Abusive or threatening emails, phone or social network messages;

- Smoking and consumption of alcohol or other drugs or accessing the school site whilst intoxicated.

The above behaviours on school premises will be reported to the appropriate authorities and Governors may prohibit any offenders from entering the school grounds to safeguard our school community.

Disrespectful and unacceptable behaviour will not be tolerated and the necessary actions will be taken:

- The parent/visitor will be given the opportunity to discuss matters with a senior member of staff to discuss and resolve the issue

- If the matter cannot be resolved immediately, the parent/visitor will be asked to leave the school premises until a meeting is held to discuss and resolve the issue;

- In the event of severe or continual abuse, the Governors and police will be informed and the parent/visitor will be banned from the premises.

We trust that parents, carers and visitors will assist our school with the implementation of this policy and thank you for your continuing support.