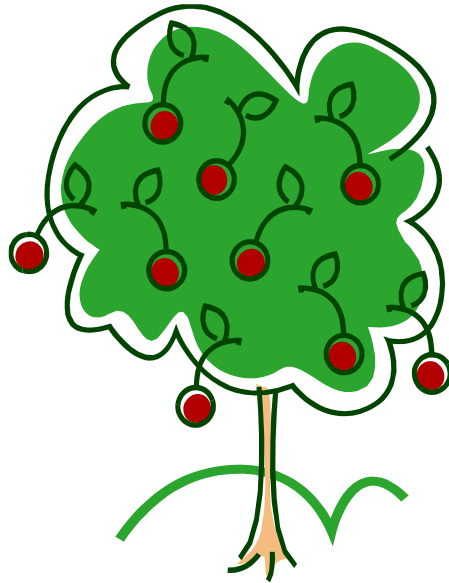


Cherry Orchard Primary School



Parent, Carer and Visitor Code of Conduct and Behaviour on School Premises Policy September 2025

This policy has been impact assessed against protected characteristics (race, gender and disability) and no adverse impact has been identified.

Adopted by the Governing Body of Cherry Orchard Primary School: September 2025

To be reviewed: July 2027

AIMS AND PURPOSE OF THE POLICY

Day to day access to a school is within the control of the Head Teacher. Parents, carers and visitors are granted 'limited licence' to visit the grounds and buildings of the school.

The continued success of our school community is based on a commitment to ensuring the best possible outcomes for all our children. To achieve this, we recognise the importance of working in partnership with parents and carers, and endeavour to foster positive relationships which are based on trust and mutual respect.

At Cherry Orchard Primary School we are committed to:

- Listening to parents and carers carefully and respectfully, including allocating an appropriate length of time for pre-arranged meetings
- Responding appropriately to concerns raised
- Outlining any actions that may be required
- Updating parents and carers on progress and outcomes of the concern
- Listening and responding to updates from parents and carers

At Cherry Orchard Primary School we expect parents and carers to:

- Communicate their concern respectfully and accurately
- Listen to and consider the responses from the school
- Work in partnership with the school to reach a resolution, including supporting the Cherry Orchard Primary School Behaviour For Learning Policy
- Allow time for the school to respond to concerns (3 – 5 working days)
- Acknowledge past support and intervention made by the school

HOME SCHOOL CHARTER

Cherry Orchard's Home School Charter sets out expectations for staff, pupils, and parents and carers to ensure the best outcomes for the children. The agreement is shared on our school website and in the children's school planners. Parents and carers are asked to abide by this charter at all times.

PARKING CODE OF CONDUCT

To support the safeguarding of all our children and community on and around the school premises, parents, carers and visitors must:

- Observe the speed limit
- Drive safely and be observant, particularly when approaching the zebra crossing between the school buildings
- Do not stop or drop off children on the crossing
- Do not stop or drop off children in any areas marked with zigzags
- Do not park in front of the access gates to the school car park
- Do not park in front of any driveway

Governors of Cherry Orchard Primary School acknowledge that the road outside school can become very congested due to the number of parents bringing their children to and from school in cars. Governors also acknowledge the need for staff to ask drivers to move their cars if they are parked illegally or to photograph and report any illegal parking, in order to ensure the school environment is safe for all the children at Cherry Orchard.

TYPES OF UNACCEPTABLE BEHAVIOUR

Our School will decide on a case by case basis whether a visitor's behaviour is unacceptable, but any behaviour that we believe adversely affects our safe and caring learning environment and/or puts the physical or emotional wellbeing of a pupil, member of staff, parent or other visitor at risk, is not acceptable behaviour on our school site.

This may include, but is not limited to:

- 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
- Threatening to harm a member of school staff, visitor, fellow parent/carer or pupil regardless of whether the behaviour constitutes a criminal offence
- Use of loud/or offensive language including shouting, swearing, using profane language, attempting to physically intimidate, use of aggressive hand gestures or displaying temper
- Damaging or destroying school property
- 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 to discuss or chastise them because of their actions towards your own children. Please seek support from a member of staff
- 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
- behaviour that could be considered racist, sexist, homophobic or similarly offensive in some other way
- smoking, vaping or being under the influence of alcohol or drugs whilst on our school site
- bringing animals on to our school site, other than guide dogs
- being in possession of weapons of any kind
- refusing to follow the reasonable instructions of our staff.

Also see our policy for managing serial and unreasonable complaints.

HOW THE SCHOOL WILL RESPOND IN THE EVENT OF UNACCEPTABLE BEHAVIOUR

In most cases the school will attempt to informally remedy the situation by speaking with the individual concerned, privately. Assurance will be sought that such an incident will not be repeated and there may be no further action. If the headteacher has been subject to abuse this will be done by the Chair of Governors (or another appointed governor).

Where there is any dispute over what has occurred, or if the alleged incident is complex or serious, the school will conduct a formal investigation to establish the facts and determine what action should be taken, if any.

If the school decides that a visitor's behaviour has been unacceptable, the school (or in some cases the Local Authority on the school's behalf) may decide to:

- Informally, i.e. verbally, warn the visitor about their behaviour;
- Formally, i.e. in writing, warn the visitor about their behaviour;
- Ban the visitor from the premises for a specified period; and / or
- Report the behaviour to the Police.

Visitors will be entitled to make representations to the governing board, following the school's complaints procedure, if they disagree with the decision reached by the school.

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.

All parents, even if excluded from school premises, still have a right to seek an appointment to speak to school staff about their child's educational progress.

QUESTIONS AND CONCERNS ABOUT THIS CODE

The School is grateful for the support that it receives from parents, carers and visitors in maintaining its caring and safe learning and working environment, so any feedback that you may have about the content of this code is welcomed.

Please direct any feedback or questions about the code to the school office who will refer your comments on to an appropriate member of staff.