



HOLYWELL CHURCH OF ENGLAND ACADEMY

Parental Behaviour Policy

Author	MG Simpson, P Kendall and S Jenkins
Responsibility	All staff and the governing body
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Rationale

At Holywell School, we pride ourselves on the high-quality of home-school relations. In order to achieve the best outcomes for all of our students, we need to work effectively in partnership with parents and carers. As a school, our vision is to 'Live life in all its fullness' (John 10:10). This entails a commitment from all members of our Holywell community to our Christian values and living those values in every interaction - our values include Kindness, Respect, Love, Peace, Courage, Hope, Community. Everything we do and say is a choice; living life in all its fullness is also a choice - it changes the way we see each other and is revealed in our most challenging moments; it is in these challenging moments that we look to the inspiration of Jesus to make the right choices.

- "In everything, then, do to others as you would have them do to you." Matthew 7:12
- "Be kind to one another, tender-hearted, forgiving one another, as God in Christ forgave you." Ephesians 4:32

We may not always agree, however, we can all disagree well and we can seek to be peaceful problem-solvers, ever open to and appreciative of each other's points of view.

To create such a welcoming and safe learning environment, we have a series of 'Commitments' which form the basis of our Code of Conduct for students, staff and parents/carers (Appendix 1). This document references and makes more explicit the behaviour and conduct which parents are expected to act in accordance with and the measures we will take where these expectations are not observed.

All members of our school community deserve to be treated kindly and respectfully. In the majority of cases, our interactions with parents are respectful, kind, open, honest and we usually arrive at an agreed way forward or a common understanding. This document details the type of behaviour that will not be tolerated and summarises what actions will be taken where expectations are not met. 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, students or other parents may result in individuals being removed from the premises.

Legal framework

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

This document has due regard to statutory and best practice guidance, including, but not limited to, the following:

- DfE 'Keeping children safe in education' (updated annually)
- DfE (2018) 'Controlling access to the school premises'

This document operates in conjunction with the following school policies:

- The Home-School Commitments (Appendix 1)
- Complaints Policy
- Safeguarding Policy (inc. Child Protection)
- Photograph and Video Policy

Expectations

Our school expects our parents to:

- Act in accordance with the Home Commitment (Appendix 1) and this set of expectations and commitments regarding parental behaviour and 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, students and other adults.
- Work together with staff for the benefit of their child.
- Treat all governors, staff members, students, 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.
- Respect and support the decisions made by the school.
- Support the school and their child to change their behaviour appropriately, particularly where it could otherwise lead to conflict or aggressive or unsafe behaviour.
- Respect the school's property and environment.
- Follow the school's parking rules and procedures for dropping-off and collecting students from school.

School policies and procedures

Parents are required to act in accordance with all relevant school policies and procedures at all times. All relevant policies are available on the School website (<https://holywellschool.co.uk/>). Printed copies are available from the school office on request.

Expected behaviour

We take all concerns, issues and complaints seriously. We may not always agree, but we aim to disagree well. We are a listening school and will aim to resolve issues, concerns and complaints effectively and efficiently using the process outlined in our Complaints Policy. We recognise that emotions may be heightened for parents needing to communicate their issues, concerns and complaints. We respectfully request that these are raised in a calm, considered and reasonable manner, where mutual respect and the dignity of the individual is upheld. We are all doing the best we can and want all students to be safe, happy and successful in school.

Expected behaviour outside of school

We expect parents/carers to behave in a kind, respectful and peaceful way outside of school and in line with the laws of the UK. We advise adults to deal with adults, rather than dealing directly with children (other than their own children).

Inappropriate behaviour and actions to address inappropriate behaviour

We take instances of inappropriate behaviour very seriously and will not tolerate any circumstances that may make students, staff members and other members of the school community feel threatened.

We will always separate issues, concerns and complaints from the way in which issues are raised. Where these are raised in an inappropriate manner, we will deal with the concerns regardless of the behaviour, but we will also need to address the inappropriate behaviour(s) as a separate point of discussion. This may mean reconvening a meeting, telephone conversation or email correspondence and returning to the discussion when all parties are able to communicate respectfully, kindly and safely.

This is a list of some inappropriate behaviours and actions we will take to address these behaviours.

Inappropriate behaviour	Action to be taken	
1a. Swearing, using foul, abusive or offensive language.	Polite request to stop the inappropriate behaviour.	
	YES – inappropriate behaviour stops ↓	No – inappropriate behaviour continues ↓
1b. Raising voices inappropriately at another individual.	The conversation / meeting can continue	The conversation / meeting will be terminated
1c. Making racist or sexual comments.		Senior member(s) of staff and/or governor(s) will have a discussion with the parent/carer about communication protocols and expectations before the conversation / meeting is reconvened.

Inappropriate behaviour	Action to be taken		
2a. Sending abusive or threatening messages, emails or other communications to any member of the school community.	Polite request to communicate in a non-abusive manner and to not act in a threatening manner.		
2b. Bullying, harassment or intimidation – in person and/or online.	YES – inappropriate communication / behaviour stops ↓	No – inappropriate communication / behaviour continues ↓	
2c. Physically or verbally intimidating an individual in person and/or online.	Communication can continue	Senior member(s) of staff and/or governor(s) will have a follow-up communication and/or conversation about the manner of expected communication, highlighting kind, respectful, safe and non-threatening, non-aggressive behaviour or comments	
2d. 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.		YES – inappropriate communication / behaviour stops ↓	No – inappropriate communication / behaviour continues ↓
2e. Threatening any member of the school community in any way.		<p>The parent's channels of communication to the school may be restricted, e.g. no longer allowing the parent to send emails to a staff member directly.</p> <p>If abuse or threats are made on site, parents will be asked to leave the site.</p> <p>Persistent abuse or threats of violence will be reported to the police.</p> <p>Seeking legal redress through the courts.</p>	

Inappropriate behaviour	Action to be taken	
<p>3. Using physical violence on the school premises or on a member of the school community, e.g. hitting, slapping, punching, kicking, pushing, causing intentional damage to school property.</p>	<p>We will escort anyone off the premises who is displaying aggressive or disruptive behaviour.</p>	<p>Reasonable measures will be taken by school staff to safeguard everyone and school property. The police will be contacted immediately for support – either to provide advice on managing an incident or to assist in the removal of an individual from the premises, where necessary.</p> <p>The parent/carer may be barred from the school premises (see Appendix 2).</p> <p>Seeking legal redress through the courts.</p>

Inappropriate behaviour	Action to be taken			
4a. Writing or posting abusive, offensive or defamatory comments about an individual or the school, including on social media.	Make the parent/carer aware that the post has been read/noted. Polite request to remove the post and to give us an opportunity to address the issue/concern/complaint in school.			
4b. Posting content on social media that is damaging to the school's reputation.	YES – post removed ↓	No – post not removed ↓		
	Discussion about dissatisfaction/issue can be addressed using the school's complaints procedure	A senior member of staff or governor will have a follow up conversation about removing the post.		
		<table border="1"> <tr> <td data-bbox="726 703 1013 837">YES – post removed ↓</td> <td data-bbox="1016 703 1380 837">NO – post not removed ↓</td> </tr> </table>	YES – post removed ↓	NO – post not removed ↓
	YES – post removed ↓	NO – post not removed ↓		
	Discussion about dissatisfaction/issue can be addressed using the school's complaints procedure	<p>Contact the administrator/app host directly and ask for the post to be removed.</p> <p>Contact helpline@saferinternet.org.uk with url/website address and ask for the post to be removed.</p>		
		<p>Persistent abuse or threats of violence will be reported to the police.</p> <p>Seeking legal redress through the courts.</p>		
5. Trespassing on school property without prior permission or implied license.	Trespassers will be reported to the police.			
6. Driving unsafely within the vicinity of the school.	Unsafe driving will be reported to the police and parents/carers will be barred from coming on site (See Appendix 2).			

Inappropriate behaviour	Action to be taken
<p>7a. Smoking on the school premises.</p> <p>7b. Taking illegal or harmful drugs while on the school premises.</p> <p>7c. Drinking alcohol on the school premises, unless it has been authorised and supplied by the school.</p>	<p>Polite request to stop and/or leave the premises. Non-compliance and drugs issues will be referred to the police.</p>
<p>8. Taking photographs or videos on the school premises without permission from the school.</p>	<p>Polite request to stop and to delete the photographs/videos. Please refer to the Video and Photograph Policies for further information.</p>
<p>9. Inappropriate dress</p>	<p>If concerns are raised in relation to a parent's appearance or dress, personal factors will be taken into consideration, on a case-by-case basis, when addressing the concern.</p>

NB. Any child protection and safeguarding concerns will be addressed in accordance with the Safeguarding Policy. This may include referring the case to children's social care, where the behaviour indicates that the parent poses a risk to children.

Appendix 1: THE HOME COMMITMENT

Values:

- I/ We will encourage my child to 'live life in all its fullness': living the school values and being the best we can be in community.
- I/ We will model, promote and support the development of the school values.
- I/We will not abuse members of staff and will treat all members of the school community as I/we wish to be treated.
- I/ We will treat all members of the school community with dignity and build relationships rooted in mutual respect.
- I/We will be kind in word and deed.
- I/We will keep members of the school community safe: "Everyone has the right to feel safe at all times".
- I/We will be inclusive: I/we will respect our differences and celebrate our diversity.
- I/We will be respectful and polite.
- I/We will be proud to be a member/members of the school community and I/we will do everything we can to uphold the school's high standards of behaviour and conduct, promoting a positive school ethos and image both in school and in the community.
- I/We will be caring.
- I/We will support my child to enjoy, achieve, excel and care.

Learning:

- I/We will work in collaboration and partnership with the school to ensure that my child can be the best they can possibly be.
- I/We will support my child to keep the focus on learning.
- I/We will take an active interest in the development of my child.
- I/We will read, explore and learn with my child.
- I/We will promote a growth mindset.

Communication:

- I/We will communicate effectively, efficiently and regularly using official school procedures: We can (and will) talk with someone about anything, even if it feels awful or small.
- Where I/we have concerns or issues, I/we will communicate these as soon as possible using the school referral system – the first point of contact is the form tutor or class teacher. Where informal concerns have not been resolved, I/we will use the School Complaints Policy and Process.
- I/We will use social media responsibly and will not post content online which is damaging to the school or any of its staff, students or parents.
- I/We will let the school know of any other planned absences well in advance (for example, dental or hospital appointments.)
- I/We will take an active part in school consultations, events and parents' evenings.
- I/We will ensure my child attends school regularly, is on time, is correctly dressed and is equipped for work.

THE SCHOOL COMMITMENT

Values:

- We will 'live life in all its fullness'; We will live our values and we will be the best we can be in community. We will also encourage everyone in our community to live 'life in all its fullness'.
- We will value and respect everyone as an individual.
- We will treat all members of our community with dignity and build relationships rooted in mutual respect.
- We will treat others as we would like to be treated.
- We will be kind to one another in word and deed.
- We will keep each other safe: "Everyone has the right to feel safe at all times".
- We will support all members of the community to enjoy, achieve, excel and care.
- We will be inclusive: we will respect our differences and celebrate our diversity
- We will be respectful and polite.
- We will be proud of our school and we will do everything we can to uphold the school's high standards of behaviour and conduct, promoting a positive school ethos and image both in school and in the community.
- We will be caring.

Learning:

- We will do everything possible to ensure all students keep the focus on learning and to enable them to be the best they can be.
- We will provide inspiring, challenging learning experiences.
- We will challenge barriers to learning in all forms.
- We will promote a growth mindset.

Communication:

- We will be clear about our values, vision and expectations.
- We will acknowledge and celebrate achievements and effort.
- We will deal with issues communicated to us effectively, efficiently and expediently.
- We can (and will) talk with someone about anything, even if it feels awful or small.
- We will use social media responsibly and will not post content online which is damaging to the school or any of its staff, students or parents.
- We will communicate any concerns related to behaviour and attendance and support students and parents to address any underlying issues.

THE STUDENT COMMITMENT:

Values:

- I will 'live life in all its fullness'; I will live our values and be the best I can be in community.
- I will treat others as I wish to be treated.
- I will be kind to others in word and deed.
- I will keep myself and others safe at all times: "Everyone has the right to feel safe at all times".
- I will be inclusive: I will respect people's differences and celebrate other people's diversity.
- I will support all members of the community to enjoy, achieve, excel and care.
- I will be proud of our school and I will do everything I can to uphold the school's high standards of behaviour and conduct, promoting a positive school ethos and image both in school and in the community.
- I will look after the school environment and will move around school in a sensible, calm and polite manner.
- I will be caring.

Learning:

- I will keep the focus on learning and behave well.
- I will be ready to learn: have the correct equipment; be correctly dressed; and have a learning attitude.
- I will have a growth mindset.
- I will do my best at all times in the classroom in word and deed.
- I will attend school regularly, be on time and be punctual.

Communication:

- I will be respectful and polite to all members of our school community.
- I can (and will) talk with someone about anything, even if it feels awful or small. I will use social media responsibly and will not post content online which is damaging to the school or any of its staff, students or parents.
- I will ask for help when I need it.
- I will follow adult instructions.
- I will accept responsibility for my own conduct.

Appendix 2: Barring from the school site

The school has the right to bar a parent from the premises to keep the school community safe.

If a parent is displaying inappropriate or concerning behaviour, they will be asked to leave the school premises.

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 students, or behaviour that is making staff or students feel threatened.

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.

The school will either:

- Bar the parent temporarily, until the parent has had the opportunity to formally present their side.
- Inform the parent that they intend to bar them and invite them to present their side.

The headteacher will send a letter to the parent, informing them of the following information:

- o Why they have been temporarily barred or face a bar
- o The nature of the bar, i.e. if they are temporarily barred pending their representation or if they must present their side before the decision to bar can be made
- o 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

The headteacher's decision to bar the parent will be reviewed by the chair of governors.

The chair of governors will take account of any representations made by the parent and decide whether to confirm or lift the bar.

The parent will be notified in writing of the decision to uphold or lift the bar.

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.

Decisions to bar will be reviewed at the end of the agreed timescale, in line with the process outlined above.

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.

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.