

Parent/Carer Code of Conduct: Managing Unreasonably Persistent and Unacceptable Behaviours Policy from RCT Sept 24 Guidance

Penyrenghlyn Community Primary School

Inspiring Ambition



Policy: Parent/Carer Code of Conduct: Managing Unreasonably Persistent and Unacceptable Behaviours based on RCT Sept 24 Guidance

Date Ratified by Policy Committee: 14/10/25

Date Ratified by Full GB: 04/11/25

Date Implemented: November 2025

Review Date: September 2026

	Print Name	Signed	Date
Headteacher	Mrs Michelle Hutchings		
Chair of Governors	Mrs Tammy Llewellyn		

We welcome visitors to our school. We will act to ensure it remains a safe and nurturing place for pupils, staff and all other members of our community. If a parent/carer has concerns, we will always listen to them and seek to address them. Our priority is always to work with the members of our school community.

However, verbally or physically abusive, threatening or violent behaviour will not be tolerated. If such behaviour occurs, we will follow the procedures outlined in the Rhondda Cynon Taf County Borough Council's guidance, 'Managing unreasonably persistent and unacceptable behaviours'. This policy also details processes in relation to managing 'unreasonably persistent' or 'vexatious' parent/carers, who might make repeated contacts or complaints with school based staff which take up a disproportionate amount of time and disrupt day-to-day delivery at the school.

School - Parent/Carer Code of Conduct

At Penyreglyn Community Primary School we value the strong relationship with parents and carers. Together, this helps us achieve the very best for the children in a mutually supportive partnership between parents, class teachers, school leaders and the school community.

As a partnership, parents and carers understand the importance of a good working relationship with the school. We continually welcome and encourage parent and carers to participate in the life of the school. Parents and carers are always encouraged to contact the school with any concerns and/or issues so that effective solutions to presenting issues can be found. The school appreciates the opportunity to resolve any matters of concern with parents and carers.

Respect and Concern for Others and Their Rights

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

Aim

It is the aim of this Code that all members of the school's community treat each other with respect.

School's Expectations of Parents, Carers & Visitors

The following are the expected outcomes of the Code:

Parents, carers and visitors are reminded:

- To respect the caring ethos and values of the school.
- To play a full and active part in their child's education.
- That school staff and parents/carers need to work together for the benefit of their children
- Approaching school staff for help to resolve an issue is done in an appropriate manner.
- All members of the school community are treated with respect using appropriate language and behaviour.
- That adults set a good example to children at all times, showing them how to have a good relationship with all members of the school and the wider community;

- That no members of staff, parents/carers, other adults, or children are the victims of verbally or physically abusive behaviour on the school premises;
- Physical attacks and threatening behaviour, abusive or insulting language whether verbal or written to staff, governors, parents/carers, children and other users of the school premises will not be tolerated and will result in withdrawal of permission to be on school premises
- Parents/carers will be aware of processes for raising issues of concerns and complaints but unreasonably persistent and vexatious communication and complaints which routinely take staff away from day-to-day operations may result in sanctions being imposed. Any parent/carer who has sanctions imposed will have the right to appeal the decision by writing to the Chair of Governors.

Unacceptable Verbal and Physical Behaviour/Abuse

The school will not tolerate:

- Disruptive behaviour which interferes or threatens to interfere with any of the school's operation/s or activities anywhere on the school premises.
- Any inappropriate behaviour on the school premises such as:
 - Physically intimidating e.g., standing very close or invading another's personal space;
 - The use of aggressive hand gestures or sudden and or exaggerated movements;
 - Physical threats, in person or by any other means;
 - Shaking or holding a fist towards another person;
 - Swearing;
 - Pushing;
 - Hitting e.g., slapping, punching or kicking;
 - Any other unwanted physical contact;
 - Spitting;
 - Racist, sexist, homophobic or any other comments deemed offensive to an individual or group;
- Use of loud or offensive language or displays of temper, either in person or over the telephone
- Threatening, in any way, a member of staff, visitor, fellow parent/carer or pupil.
- Damaging or destroying school property.
- Sending abusive or threatening e-mails or text, voicemail, phone messages or other written communications to anyone within the school community.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff at the school on Social Media including Facebook, Twitter, Instagram or other social sites (see Social Media section).
- Unreasonable persistent communication with the school which impedes the day-to-day work of the school
- Repeated, unreasonable and vexatious communication and complaining about matters which have been through due process, in accordance with the school complaints process.

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

Should any of the above occur on school premises, the school may feel it necessary to take action by contacting the appropriate authorities and / or in the more serious cases, consider banning the offender/s from entering the school premises.

Social Media

‘Social media’ is the term commonly given to web-based tools which allow users to interact with each other in some way – by providing information, signposting to services, sharing opinions, knowledge and interests online. As the name implies, social media involves the building of online communities or networks to encourage participation, engagement, pass information and services over a wide network of people. This could include blogs, message boards, social networking websites (such as Facebook, X - formally known as Twitter, LinkedIn, Instagram) and content sharing websites (such as Flickr, YouTube) and many other similar online channels.

Definitions of Misuse or Inappropriate Behaviour on Social Media

The following actions may constitute misuse of social media or inappropriate behaviour; it is however by no means exhaustive:

- Publishing materials that might be considered inappropriate, offensive or libellous
- Publishing materials considered to be defamatory or to the detriment of the School and its community

In the event that any pupil/parent/carer of the school is found to be posting libellous or defamatory comments on Facebook or other social media network sites, they will be reported to the appropriate “report abuse” section of the social network site. The school will also expect the pupil/parent/carer to remove such comments immediately. The school will consider its legal options to deal with any such misuse or inappropriate behaviour.

Consequences

The above behaviours on school premises will be reported to the appropriate authorities and Governors may put in place appropriate sanctions. This could include restricting access to school staff or prohibiting the adult involved in this behaviour from entering the school grounds to safeguard our school community.

The school reserves the right to take any necessary actions to ensure that members of the school’s community are not subjected to abuse. Therefore:

1. Incidents of unacceptable behaviour will be logged with the Headteacher and Chair of Governors;
2. Abusive adults will have one written warning from the Headteacher;
3. In the event of unreasonably persistent communications, restrictions on the communication received and response times might be imposed;
4. School premises are private property and parents/carers have been granted permission from the school to be on school premises. However, in case of abuse or threats to staff, pupils or other parents, School may ban parents/carers from entering the school.
5. Unacceptable behaviour may result in the Police and the Anti-Social Behaviour Team being informed;
6. It is also an offence under *section 547 of the Education Act 1997* for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned and it is possible a fixed penalty notice and/or an anti-social behaviour order may be issued.

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

- the parent 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 will be asked to leave the school premises until a meeting is held to discuss and resolve the issue; or
- in the event of severe or continual abuse, the Local Authority and police will be informed, and the parent/carer may be banned from the premises and other possible sanctions imposed.

School is **not** responsible for organising arrangements for children in the above circumstances. Parents/carers will need to provide alternative arrangements for bringing children into School.

Appeal

Parents/carers have the right of appeal by writing to the Chair of Governors within ten days of permission to enter the school premises being withdrawn.

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

