Islington Policy

Code of Conduct for Parents and Visitors on St Luke's Premises

Approved by Governors: October 2025

1. Introduction

At St Luke's we take great pride in developing and maintaining positive relationships with all our parents and carers, and with visitors. We recognise that the success of the school is dependent on strong partnerships between all members of the school community - children, parents and carers, staff and partners.

We understand that this partnership must be based on mutually polite, positive and respectful relationships. We want all parents to be confident that the school has arrangements to keep their children safe.

As part of this, we have developed this code of conduct for parents and visitors to ensure that behaviour from all members of the school's community is respectful and courteous, always sets a good example to children and does not cause anyone in the school to feel distressed, threatened or unsafe.

We expect our staff and service users to engage with each other in a polite and respectful way. In this context, threatening, violent or abusive behaviour or language towards any members of our school's community is unacceptable and will not be tolerated.

This includes using language that is racist, sexist, homophobic, ableist, ageist or transphobic. Raised voices and shouting are also unacceptable.

Although fulfilling a public function, schools are private places. The public has no automatic right of entry. Parents and carers have an **'implied licence'** to come on to school premises at certain times, such as dropping off or picking up younger children or to attend a school event. The outcome of unacceptable behaviour may be having that 'implied licence' withdrawn – this means being barred from the school premises.

The school will ask the police to remove a parent or visitor who has been barred but still appears on the school premises. If they cause a nuisance or disturbance while on the premises, they may be prosecuted in the courts under Section 547 of the Education Act 1996 which states that any person who is on school premises without lawful authority and causes or permits nuisance or disturbance to the annoyance of persons who lawfully use those premises is guilty of an offence.

Any person convicted of an offence could face a fine of £500 and receive a criminal record.

2. Respect and concern for others and their rights

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

- supporting the respectful ethos of St Luke's by setting a good example in their own speech and behaviour towards all members of their 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 to bring about a positive solution. This can include seeking to clarify a child's version of events with the school's view to bring about a peaceful solution to any issue
- correcting their own child's behaviour, especially where it could lead to conflict
- avoiding using staff as threats to admonish children
- demonstrating in their own behaviour that all members of the school community should be treated with respect and understand that even if there is conflict due to a member of staff's oversight, parents must remain calm and respectful
- reinforcing the school's policy on behaviour and positive relationships policy. A copy of this policy can be found on our school's website.
- keeping our children safe by showing respect and consideration for our neighbours.

To support a calm and safe school environment St Luke's Primary do not tolerate:

- disruptive behaviour which interferes with the operation of a classroom, an office area or any other part of the school grounds
- using loud and/or offensive language or displaying temper
- threatening harm or the use of physical aggression towards another adult or child. This includes approaching someone else's child in order to discuss or chastise them and physical punishment against your own child on school premises (some actions may constitute an assault with legal consequences)
- damaging or destroying school property
- the filming or recording of any abusive, threatening, or aggressive behaviour instigated towards a member of staff or child
- electronic recordings of meetings or telephone calls by parents or staff without the explicit prior permission of all involved, and in agreement with the Headteacher
- abusive, threatening, malicious or inflammatory emails, phone or social network messages to anyone within the school community
- smoking and consumption of alcohol or other drugs or accessing the school site whilst intoxicated
- dogs being brought on to the school premises (other than guide dogs).

The above behaviours on school premises will be reported to the police and a school may prohibit an offending adult (parent/visitor) from entering the school grounds to safeguard their school community.

3. Public Advertisement and social media

St Luke's Primary School encourages parents and carers to use the appropriate channels to raise their concerns by speaking to the class teacher in the first instance so they can be dealt with fairly, appropriately and effectively for all concerned.

Social media websites are being used increasingly to fuel campaigns and complaints against schools, headteachers, school staff and, in some cases, other parents/pupils. St Luke's considers the use of social media websites in this way as unacceptable and not in the best interests of the children or the whole school community. We will endeavour to seek to prohibit abusive/offensive comments by contacting the police.

If any parent of a child/ren being educated at St Luke's is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this.

St Luke's also expects any parent to remove such comments immediately.

In serious cases, St Luke's Primary also consider its legal options to deal with any such misuse of social networking and other sites.

Online activity which St Luke's Primary considers inappropriate:

- identifying or posting images/videos of children
- abusive or personal comments about staff, governors, children or other parents
- bringing the school into disrepute
- posting defamatory or libellous comments
- emails circulated or sent directly with abusive or personal comments about staff or children
- using social media to publicly challenge school policies or discuss issues about individual children or members of staff
- threatening behaviour, such as verbally intimidating staff, or using bad language
- breaching school security procedures.

At St Luke's Primary we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined in this policy.

4. What happens if someone ignores or breaks the code?

Stage One

If St Luke's Primary suspects or becomes aware that a parent/visitor has breached the code of conduct, the school will gather information from those involved and speak to the parent/visitor about the incident.

In cases where the code of conduct has been broken but the breach was not libellous, slanderous or a criminal matter, the school will then send a warning letter to the parent/visitor setting out what unacceptable behaviour happened and saying that if this behaviour continues, they will be barred. St Luke's Primary will offer the parent/visitor the opportunity to submit a written response to the school with their version of events.

Stage One Letter

If the breach is serious, the school can go straight to Stage 2, whereby the parent or visitor are immediately barred from entering the school. If there is considered to be a serious and potentially criminal matter, the school will contact the appropriate authorities (in the first instance referral to the police). This will include any or all cases of threats or violence and actual violence to any child, staff member or governor in the school. This will also include anything that could be seen as a sign of harassment of any member of the school community,

Stage Two

If it is a serious breach and/or the parent/visitor does not respond to the warning letter and their behaviour breaching the code continues, St Luke's will send a letter withdrawing permission to enter the school premises on a temporary basis. Initially, that period is likely to be around ten school days. The parent/visitor will be given the opportunity to make written representations to the chair of governors and headteacher on the withdrawal of permission within a set period of time determined by the school.

The barring of a parent / visitor will then be reviewed as the period of barring is due to end – the parent / visitor can submit new information in writing for the head and chair to consider. The chair of governors and headteacher will thereafter decide whether the withdrawal of permission is to continue.

Communication strategies

St Luke's Primary will:

- end a meeting if unacceptable behaviour is displayed
- not reply to communications that are offensive, abusive or derogatory
- if necessary, insist that the parent/visitor communicates with the school through one member of staff only or a designated email address
- seek advice from the local authority legal team regarding further action in cases of conduct where evidence suggests that behaviour would be tantamount to libel or slander.

St Luke's will always respond to an incident in a proportionate way. The final decision for how to respond to breaches of the code of conduct rests with the headteacher/chair of governors.

5. Not following a banning order

Refusing to follow a banning order may constitute a criminal offence under section 547 of the Education Act 1996 (where a person without lawful authority is present on school premises and

causes or permits a nuisance or disturbance to the annoyance of persons who lawfully use those premises). Breaching a banning order which has been applied reasonably is likely to constitute causing or permitting a nuisance or disturbance.

If a parent/visitor pursues defamation and malicious communication about the school (including staff and pupils), the law states the following:

- The anti-Social Behaviour Police and Crime Act 2014 Section 7(1) states that anti-social behaviour (ASB) means:
  a) conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,
  b) conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
  c) conduct capable of causing housing-related nuisance or annoyance to any person.

In this case, the behaviour of the parents/visitors by posting the article on social media could be construed as ASB if it can be shown on a balance of probabilities that their behaviour has caused or is likely to cause harassment, alarm or distress to any person.

6. What happens if a parent has a concern about their child in relation to the school?

- Make an arrangement to speak to the class teacher.
- If the concern remains, contact the school office on admin@st-lukes.islington.sch.uk An appropriate staff member will then respond.
- If the problem is not resolved, email: admin@st-lukes.islington.sch.uk appointment to speak to the Headteacher.
- If the issue is then still not resolved, parents should follow the school's complaints policy and procedures which can be found here: