

HAPUSRWYDD ▪ HYDER ▪ LLWYDDIANT

HAPPINESS ▪ CONFIDENCE ▪ SUCCESS

Ffederasiwn Dyffryn Ceiriog /

Ceiriog Valley Federation

Ysgol Cynddelw & Ysgol Llanarmon DC

PARENTAL CONDUCT POLICY

Polisi Ymddygiad Rhieni

Approved by Governing Body on	Dyddiad /Date: Hydref /October 2026
Due for review on	Dyddiad /Date: Hydref /October 2027
Signed by Chair of Governing Body	
(Print name)	
Signed by headteacher	

OVERVIEW

The School and its Governing Body encourages close links with parents/carers and the wider school community. We believe that pupils benefit academically and socially when the relationship between home and school is a positive one. We also believe that our staff and pupils have the right to work in a safe environment, free from any abuse or harm caused by others.

We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. However, we understand that everyday misunderstandings can cause frustrations and can have a negative impact on relationships. Where issues arise or misconceptions take place, please contact your child's teacher or the Headteacher, who will be available to meet with you and go through the issue and hopefully resolve it. Where issues remain unresolved, please follow the school's complaints procedure. A copy can be requested from the school office or found on the school's website.

This policy also acknowledges that better outcomes occur when conflict/misunderstandings are solved informally.

TABLE OF CONTENTS

OVERVIEW 2
1. PURPOSE 3
2. EXPECTATIONS OF PARENTS/CARERS AND MEMBERS OF THE PUBLIC 3
3. CONDUCT AT MEETINGS 4
4. RECORDING OF MEETINGS 4
5. VEXATIOUS/INAPPROPRIATE/UNREASONABLE COMMUNICATIONS 5
6. INAPPROPRIATE USE OF SOCIAL MEDIA 7
7. UNACCEPTABLE/AGGRESSIVE BEHAVIOUR OR HARASSMENT 8
8. CONDUCT BETWEEN PARENTS 10
9. BARRING FROM SCHOOL PREMISES 10
10. BREACH OF POLICY 12
11. REVIEW AND ENFORCEMENT 12

1. PURPOSE

1.1. This policy sets clear expectations for the conduct of parents, carers, and visitors to ensure a safe and respectful environment for pupils, staff, and the wider school community. It applies to all interactions on school premises, during school events, and through school-related communication channels, including online.

1.2. This policy also outlines the steps that will be taken where behaviour/communication is deemed to be unacceptable or where the demands/communication from parents/carers or visitors placed on the school or school staff are excessive, inappropriate, unreasonable, vexatious and malicious.

2. EXPECTATIONS OF PARENTS/CARERS AND MEMBERS OF THE PUBLIC

2.1. The conduct that the policy is trying to address is of great concern for schools, resulting in significant challenges to the operations and performance of the school community. The impact on the school when experiencing such conduct is wide ranging, causing significant pressure to the schools resources.

2.2. The time in dealing with issues related to parental conduct demands an inordinate amount of time in dealing with individuals, which disrupts work being planned for the wider benefit of the school and the community. The demand on teachers and the headteacher's time removes them from focussing on the essential teaching and educational performance expected.

2.3. Serious issues of conduct impact greatly on the health and wellbeing of school staff, increasing the risk of staff absences due to stress. Staff absences puts pressure on the schools financial resources and disrupts the classroom routines which children rely on.

2.4. We expect the same high standards articulated within this policy to also be applied to all of our staff and governors when they are dealing with parents/carers through our own codes of conduct and ordinary staff policies and procedures.

2.5. If behaviours and communications are considered within the context of the ethos and purpose of the school, all parties will benefit in ensuring the school continues to deliver the standard of education expected to your children. We appreciate your understanding and cooperation in dealing with such a contentious issue.

2.6. Parents and carers are **encouraged** to:

- Support and reflect the school's ethos and values through your behaviour/interactions;
- Set a good example to students through your behaviour and the way you interact with staff, students and other adults;

- Work together with staff for the benefit of your child;
- Communicate politely and constructively, using appropriate channels (e.g. email, phone, or face-to-face by appointment);
- Contact staff during reasonable hours and avoid excessive or repeated demands that prevent staff from performing their duties;
- Follow the school's complaints procedure if dissatisfied, rather than addressing issues through informal or disruptive means;
- Treat all school staff and other parents with courtesy and respect;
- Respect the needs and well-being of pupils, governors, staff in the school and other parents;
- Avoid any use, or threatened use, of violence to people or property;
- Avoid any aggression or verbal abuse;
- Recognise the time constraints under which members of staff in schools work and allow the school a reasonable time to respond;
- Recognise that resolving a specific problem can often take some time;
- Consider and recognise the serious negative impact on the school staff and the children's wellbeing when using social media to raise issues of dissatisfaction.

3. CONDUCT AT MEETINGS

3.1. When attending meetings with staff, parents and carers are **expected** to:

- Arrive on time and engage constructively;
- Allow staff to explain situations and avoid interrupting;
- Refrain from aggressive, confrontational, or hostile behaviour.

3.2. Where a meeting becomes inappropriate or abusive, staff may choose to end the meeting and reschedule or conduct it in writing. The school will also consider any further steps available as described further below.

4. RECORDING OF MEETINGS

4.1. Covert recording of meetings or conversations on school premises **is not permitted unless prior written consent is obtained**. The school retains the right to refuse to record meetings. Please inform us as to why you wish to record a meeting in order for the school to consider your request.

4.2. Any attempt to secretly record a conversation will be treated as a breach of trust and may lead to a restriction from further meetings. Please discuss your concerns with the school in an attempt to repair or strengthen relationships to ensure transparency for both parties when conducting meetings.

4.3. Recording of meetings without obtaining consent may cause a privacy breach against those who are in attendance at the meeting and children who may be named in a meeting.

4.4. If a recording obtained without consent is posted online or on social media, the school will contact the provider and ask for the content to be removed.

5. VEXATIOUS/INAPPROPRIATE/UNREASONABLE COMMUNICATIONS

5.1. The school may classify a parent's behaviour or communication as vexatious, inappropriate or unreasonable if it includes:

- Persistent refusal to accept explained decisions;
- Abusive, aggressive, or threatening language;
- Making racist or sexual comments;
- Discriminating against any member of the school community, including pupils, staff, governors and other parents;
- Excessive, repetitive contact via phone/email/letter that prevents normal functioning of the school;
- Demands for immediate responses outside normal working hours;
- Sending duplicate correspondence;
- Persistent refusal to accept a decision or explanation;
- Continuing to contact schools after a decision, about the same or similar matters, without presenting new or relevant information;
- Refusing to cooperate and undermining the school's classroom rules, procedures and policies;
- Raising matters that are immaterial to a request or complaint or repeatedly changing the substance of a request or complaint;
- Repeatedly contacting or insisting to speak to a member of staff at school who is not directly dealing with a request or complaint;

- Repeated and unreasonable complaints.

5.2. The majority of complaints are handled in an informal manner and are resolved quickly, sensitively and to the satisfaction of the complainant. However, there are occasions when complainants behave in an unreasonable manner when raising and/or pursuing concerns.

5.3. The consequences are that the actions of the complainants begin to impact negatively on the day-to-day running of the school and directly or indirectly the overall well-being of the children and/or staff in the school.

5.4. While the school endeavours to respond with patience and sympathy to the needs of all complainants there are times when there is nothing further which can reasonably be done to assist or to rectify a real or perceived problem.

5.5. It is not necessary for a complaint to have progressed through all the stages of the complaints policy, before this policy can be invoked.

5.6. All complainants will be treated with fairness and respect even if the school perceive actions or behaviour to be challenging. The school will always separate the way it needs to manage contact with a person from the way it deals with the complaint.

5.7. In such cases, the school may:

- Advise that we consider such actions as offensive, unnecessary and unhelpful and ask for this to stop;
- Terminate a phone call if a warning to cease such communications continues;
- Limit communication to a single point of contact;
- Set a communication schedule;
- Advise that the correspondence will be read to ensure no new issues are raised, but will then be filed or destroyed without acknowledgement;
- Refuse to respond to repeated or unfounded complaints;
- Withdraw contact with the complainant either in person, by telephone, by email, by letter or any combination of these, provided that at least one form of contact is maintained;
- Restrict contact through a designated member of staff or specify methods of communication and limit the number of contacts in a communication plan. This will be reviewed after six months;

- Notify the complainant in writing that the Governing Body has responded fully to the points raised and has tried to resolve the complaint but there is nothing more to add and continuing contact on the matter will serve no useful purpose. The complainant should be notified that any form of contact, either orally or in writing, in relation to their complaint, or any further complaints relative to the same period of time, or the same or similar issues as an earlier complaint, is at an end, and that further contact received will be acknowledged but not answered;

- Temporarily suspend, for a period to be specified to the complainant, all contact with the complainant, provided that the Governing Body shall not, without the consent of the LA, withdraw or not provide any services to which the complainant or his/her family are entitled to receive;

- Inform the complainant that all meetings with a member of staff will be conducted with a second person present and that notes of meetings may be taken in the interests of all parties;

- In the case of verbal aggression, take advice from the local authorities HR/Legal Services and if appropriate contact the police;

- Consider warning the complainant about being barred from the school site; or proceed straight to a temporary bar;

- Consider seeking legal redress through the courts.

5.8. Decisions on how to manage contact are made on a case by case basis. This will be done where the school is finding behaviour unusually challenging or difficult to manage, and generally where this is exhibited on more than one occasion, unless behaviours warrant immediate management of communications.

6. INAPPROPRIATE USE OF SOCIAL MEDIA

6.1. Social media, whether public or private, **must not** be used as a medium to air any concerns or grievances against the school, staff, parents or children. We take such issues very seriously, especially the inappropriate use of social media by a parent to publicly humiliate or criticise the school, members of staff, parents/carers or children.

6.2. Parents **must not:**

- Use social media to make defamatory, offensive, or harmful comments about the school, its staff, pupils, or other parents;

- Post racist, discriminative, sexist, or other harmful content;

- Engage in threats or insults against the school, its staff, pupils, or other parents;

- Deliberately cause conflict or distress to others;
- Share personal details without consent;
- Share confidential or misleading information about school matters;
- Identify or post images or videos of children (including concerts where other children can be identified);
- Bring the school into disrepute;
- Use social media to publicly challenge school policies or discuss issues about individual children or members of staff;
- Use threatening behaviour, such as verbally intimidating staff, or use of bad language.

6.3. If social media is used to harass, bully, or threaten any member of the school community, legal action may be considered, including reporting to the police or local authority. The school may also report such content to the social media provider/website's administration.

6.4. Please be respectful and engage in discussions with kindness and avoid any personal attacks or offensive language. Think before you post and ensure the content is appropriate, truthful and does not spread misinformation. Stay constructive and if you do disagree, please do so respectfully and contribute to discussions in a meaningful way. Please remember, school staff are also residents within of our community and can experience significant harm as a result of online communications, please respect their personal lives.

7. UNACCEPTABLE/AGGRESSIVE BEHAVIOUR OR HARASSMENT

7.1. Such behaviour includes:

- Disruptive behaviour which interferes with the schools normal procedures anywhere on the school premises;
- Using loud, negative or offensive language or displaying aggression;
- Physically intimidating a member of staff, e.g. standing very close to her/him;
- The use of aggressive hand gestures;
- Threatening in any way, a member of staff, visitor, fellow parent/carer or child;
- Damaging or destroying school property;

- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the school community;

- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff/governors at the school (including social media);

- The use of physical, verbal or written aggression towards another adult or child;

- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards your own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences);

- Smoking/vaping, taking illegal drugs or the consumption of alcohol on school premises;

- Shouting, swearing, or intimidating staff or pupils;

- Physical aggression or threats;

- Any conduct likely to cause staff, pupils, or other parents to feel unsafe.

7.2. In cases of aggressive behaviour, the school **will**:

- Record the incident;

- Advise that we consider such actions as offensive, unnecessary and unhelpful and ask for this to stop;

- End telephone calls / appointments / meetings;

- Terminate all direct contact with the adult;

- Report the matter to the local authority, social services department and/or the police if necessary. The police will always be contacted if physical violence is used or threatened;

- Consider temporary or permanent barring from school premises;

- Consider seeking legal redress through the courts.

7.3. If a parent/carers' behaviour is a cause for concern, the school can ask them to leave school premises immediately. In serious cases, the Headteacher will notify them in writing that their implied licence to be on school premises has been temporarily revoked subject to any representations that the parent may wish to make. Although fulfilling a public function, schools are private places. The public has no automatic right of entry. Schools will therefore act to ensure they remain a safe place for pupils, staff and other members of their community.

7.4. Any child protection and safeguarding concerns will be addressed in accordance with the schools Safeguarding Policy.

8. CONDUCT BETWEEN PARENTS

8.1. The school **expects** parents to:

- Treat each other with courtesy and respect during drop-off, pick-up, and school events;
- Avoid confrontations on or near school premises;
- Raise any concerns about other parents through the school, not directly.

8.2. Where disputes between parents affect school safety or atmosphere, the school may intervene and, if needed, involve external authorities.

8.3. The school must remove itself from private matters regarding parental separation. Please do not ask the school to involve itself in any private family law issue/proceedings. Parents must address their frustrations regarding parental responsibilities and personal decisions affecting your children's education through the proper legal channels available through the family courts. The school will apply the law of parental responsibility at all times unless there are concerns regarding child protection/safety and if so, local authority services will be informed.

9. BARRING FROM SCHOOL PREMISES

9.1. The school has the right, under the **Education Act 1996**, to bar a parent or carer from the premises if their behaviour:

- Poses a risk to staff, pupils, or other parents;
- Interferes with the school's operation;
- Contravenes the school's expectations of respectful behaviour.

9.2. The bar may be temporary or permanent and will be confirmed in writing by the headteacher, the Governing Body or the local authority.

9.3. 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.

9.4. 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.

9.5. 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.

9.6. 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:
  - Why they have been temporarily barred or face a bar;
  - 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;
  - 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.

9.7. The headteacher's decision to bar the parent will be reviewed by the Chair of Governors.

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

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

9.10. If the decision is confirmed, the parent will be notified in writing, explaining:

- How long the bar will be in place; and
- When the decision will be reviewed.

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

9.12. 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.

9.13. 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.

9.14. If a parent has been previously barred from the premises, or has exceeded their implied access to the premises and is causing a disturbance, the police will be contacted to remove the individual from the premises.

9.15. The interests of the child should continue to be paramount throughout the process.

10. BREACH OF POLICY

10.1. In the event of any parent/carer or visitor of the school breaching this policy, then proportionate action/s will be taken. This may include:

- A meeting with the Headteacher and/or Chair of Governors;
- Formal written warning;
- A bar from the school premises;
- In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the school will refer the matter to the Local Authorities Legal Team for further action;
- In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will in the first instance be referred to the Police.

11. REVIEW AND ENFORCEMENT

11.1. This policy will be reviewed annually. All incidents or breaches of conduct will be recorded and monitored. The school reserves the right to take appropriate action to maintain a safe and respectful environment for all.