

High Tunstall College of Science



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Parent Code of Conduct

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Stakeholder Consulted	-	Quality of Education Committee
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Responsibility for Review	-	Headteacher

V0.0

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Statement of intent

At High Tunstall College of Science, we strive to build a strong relationship with parents to help create a stimulating learning environment that continues from college to home, providing all students with the opportunity to achieve to the best of their ability.

To create a welcoming and safe learning environment, the college implements a specifically designed set of rules regarding behaviour and conduct which parents are expected to act in accordance with.

All 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 or barred from contact with the college.

This document outlines the manner in which parents are expected to act whilst on the college premises, in communication with the college, as well as detailing the type of behaviour that will not be tolerated.

1. Legal framework

This document has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

- Education Act 1996
- Protection from Harassment Act 1997
- Children Act 2004
- Equality Act 2010
- Education Act 2011
- DfE (2025) 'Keeping children safe in education'
- DfE (2018) 'Controlling access to school premises'

This document operates in conjunction with the following college policies:

- Complaints Procedures Policy
- Photography and Images Policy
- Social Media Policy
- Child Protection and Safeguarding Policy
- Smoke-free Policy
- Drug and Alcohol Policy.

2. Expectations

Our college expects parents to:

- Act in accordance with this code of conduct at all times
- Support and reflect the college'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 members for the benefit of their child and to resolve any issues of concern
- Treat all governors, staff members, students, other parents and any members of the college community with dignity and respect
- Where appropriate, clarify their child's version of events with the college to bring about a peaceful solution to any issue
- Correct their child's behaviour appropriately, particularly on the college grounds where it could otherwise lead to conflict or aggressive or unsafe behaviour
- Respect the college's property and environment by keeping it clean and tidy
- Follow the college's parking rules and procedures for dropping-off and collecting students from college

- Dress in an appropriate manner when on the college premises and attending college events and ensure their dress and appearance reflects that they are role models for students, e.g. parents may not wear nightwear when dropping off or collecting students.

Parents are required to act in accordance with all relevant college policies and procedures at all times including, but not limited to, the following:

- Photography and Images Policy
- Smoke-free Policy
- Drug and Alcohol Policy
- Social Media Policy.

Parents can request copies of all relevant policies from the college administration office or read relevant policies online at the college website.

3. Communication

The college is proud of its reputation for open communication with the local community, students and parents & carers.

This is built on respect, understanding and mutual cooperation between all parties, which the college fosters between all parties.

Based upon the above all parents / carers are expected to communicate with the college through the following mediums:

- Telephone calls directly to the college staff involved, or via the college reception using polite, clear & concise language
- Email messages to the college through the website, or direct to the staff email address using correct, clear & concise language without any threatening or abusive tones
- Messaging through School Synergy using correct, clear & concise language without any threatening or abusive tones
- Written requests, forms or letters addressed to the college Headmaster using correct, clear & concise language without any threatening or abusive tones
- Attendance at a formally agreed meeting with nominated college staff
- Parents must not contact staff on their personal mobiles or make comments regarding staff on social media; any issues shall be resolved through formal channels to the college directly.

The college cannot agree to an ad-hoc meeting with parents or carers as the college staff are committed to providing the structured education and safeguarding of children which may be affected by attending an ad-hoc meeting.

It is expected that all communication is made in a polite and courteous manner to college staff, using appropriate language in a considerate tone.

Any abusive behaviour or language towards members of the college staff will not be tolerated and will result in parents / carers being barred from the college site or reported to the authorities.

4. Driving students to college

Parents / carers will proceed past the main gates to drop off and collect their children but only where road markings allow. Parents / carers are not permitted, to stop, wait, drop off, or pick up students while parked in a prohibited area.

Vehicles should be driven in a calm manner which causes least disturbance to residents. Engines should be turned off when a vehicle is stationary and not in traffic as vehicle exhaust emissions contribute significantly to air pollution and are particularly harmful to children.

Due regard should be given to the directions of the college's traffic marshals, who are present to advise on and enforce this code of conduct. The colleges traffic marshals will be on duty from 08:00am to 8:45am each morning.

The colleges traffic marshals will seek, as far as is possible, to prioritise patrolling the drop-off zone in the morning and will assist parents in dropping off and collecting their child and moving on.

All students will wear a seatbelt at all times while they are dropped off and picked up. Parents / carers will ensure students disembark vehicles safely at the correct stop and crossroads with care.

Parents / carers are to use their discretion in severe weather and drive with extra caution as appropriate.

Students should not be collected late - all students are expected to be collected at 3:00pm (15:00hrs). If a parent is delayed in picking up their child for any reason it is the parents / carer's responsibility to call an authorised adult to collect the student from college on their behalf.

Parents / carers that are going to be late picking their child up from college and cannot arrange for an authorised adult to collect the student from college on their behalf should inform the college as soon as possible.

5. Inappropriate behaviour

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

Parental / carers behaviour that the college does not tolerate includes, but is not limited to, the following:

- Using foul, abusive or offensive language
- Raising voices inappropriately at another individual
- Making racist or sexual comments
- Using aggressive hand gestures, e.g. raising fists and fingers
- Discriminating against any member of the college community, including students, staff, governors and other parents
- Bullying, harassment or intimidation, including physical, verbal and sexual abuse offline and online
- Sending abusive, aggressive or threatening messages, emails or other communications, such as School Synergy messages to any member of the college community
- Trespassing on college property without prior permission or implied licence
- Causing intentional damage to college property
- Breaching the college's security procedures
- Using physical violence on the college premises or on a member of the college community, e.g. hitting, slapping, punching, kicking and pushing
- Physically intimidating an individual
- Partaking in unnecessary physical contact with an individual
- Writing or posting abusive, offensive or defamatory comments about an individual or the college, including on social media
- Psychologically harassing any member of the college community, including displaying vexatious behaviour which is humiliating for the individual and is damaging to their self-esteem
- Displaying disruptive or other inappropriate behaviour which interferes or threatens to interfere with any of the college's operations or activities
- Approaching another parent or student to discuss or reprimand them because of an issue between students
- Threatening any member of the college community in any way
- Arriving on the college premises partially clothed
- Smoking on the college premises
- Taking illegal or harmful drugs while on the college premises
- Drinking alcohol on the college premises, unless it has been authorised and supplied by the college
- Taking photographs or videos on the college premises without permission from the college
- Driving unsafely within the vicinity of the college.

6. Managing inappropriate behaviour

If a parent / carer is behaving inappropriately, a report will be made to the Headteacher or the most senior member of staff available in their absence, who will decide on the most appropriate course of action.

Parents / carers will raise concerns regarding another parent's / carers behaviour or conduct directly with their child's class teacher or the Headteacher and will not approach the parents / carers themselves.

Instances of parents / carers displaying inappropriate behaviour will be managed in a variety of ways, depending on the severity of the situation.

When a parent / carer has behaved inappropriately, they will be invited to a meeting by the Headteacher to discuss their behaviour and to attempt to resolve the issue.

Where this initial meeting is not sufficient to resolve the issue, the Headteacher, in collaboration with other staff and relevant agencies, will consider what further action may be required. This action, depending on the situation, could include the following:

- Barring the parents / carers from the college premises
- Contacting the police or Information Commissioners Office (ICO)
- Seeking legal redress through the courts
- Restricting the parent's / carers channels of communication to the college, e.g. no longer allowing the parent to send emails to a staff member directly
- Reporting content the parent has posted online to the website's admin
- Referring the case to children's social care, where the behaviour indicates that the parent poses a risk to children.

Any child protection and safeguarding concerns will be addressed in accordance with the college's Child Protection and Safeguarding Policy.

The college reserves the right to escort anyone off the premises who is displaying aggressive or disruptive behaviour. The police may be contacted to provide advice on managing an incident or to assist in the removal of an individual from the premises, where necessary. The police will be contacted where a parent / carer is being violent or has committed assault, or where the event has caused harm to an individual.

If a parent / carer 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 immediately.

If concerns are raised in relation to a parent's / carer's appearance or dress, personal factors will be taken into consideration, on a case-by-case basis, when addressing the concern.

If a parent / carer persistently displays unacceptable and inappropriate behaviour, this may result in them being barred from the college premises, in line with the Barring from the college premises section of this policy.

7. Barring from the college premises

The college has the right to bar a parent / carer from the premises to keep the college community safe. If a parent / carer is displaying inappropriate or concerning behaviour, they will be asked to leave the college premises. Behaviour that could result in a parent / carer 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 / carer persistently or consistently behaves inappropriately on the college site, or there is a one-off incident of extremely inappropriate behaviour, the college reserves the right to bar this individual from the college site.

The college will either:

- Bar the parent / carer 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 ten (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 / carer and decide whether to confirm or lift the bar. The parent / carer will be notified in writing of the decision to uphold or lift the bar.

If the decision is confirmed, the parent / carer 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 / carer'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 will be advised to seek independent legal advice.

8. Communications Barring

When a parent is making or has continuously communicated with the college or staff making excessive, repeated or vexatious demands the college has the right to request the parent to desist on contacting the college or staff unless the college requests contact.

Should the parent continue to make excessive, repeated or vexatious demands to the college, the college will resort to legal recourse.

9. Monitoring and review

This document will be reviewed on a biennial basis by the Headteacher and any changes made will be communicated to all parents and staff at the college.

The next scheduled review date for this document is May 2028.

All parents / carers will be directed to this policy on the college website or may alternatively be provided with a copy of this code of conduct upon their child's attendance at the college and are required to familiarise themselves with the procedures and guidelines outlined above.



Parent Code of Conduct Agreement

[Distribute this document to parents with the Parent Code of Conduct to confirm that they have read and understood the terms of the document.]

I _____ (name), parent / carer of _____ (name of child), declare that I have received, read and understood the terms and conditions of this code of conduct.

I understand my obligations under this code of conduct and agree to comply fully with them. I will ensure that my conduct does not breach this code in any way, including not:

- Being abusive or threatening to any member of the college community.
- Dressing in an inappropriate manner
- Behaving inappropriately or aggressively in any way
- Being discriminatory towards any member of the college community
- Trespassing on the college property
- Smoking, drinking alcohol or taking any illegal or harmful substances on the college premises
- Making excessive, repeated or vexatious demands to the college
- Sending inappropriate, abusive or aggressive messages to college staff
- Post any abusive, suggestive or defamatory comments above college staff or students
- Requesting to 'follow' or 'friend' college staff on social media.

Please return this slip to the college office as soon as possible.

Signed: _____

Date: _____