

Parent, Carer and Visitor Conduct Policy

Applicable to:	Brownhills Ormiston Academy
Last Review Date:	New policy from November 2026
Approved by:	R Doodson, Principal
Next Review due by:	November 2027
Policy Lead/Author:	R Doodson
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Forward

This document incorporates Brownhills Ormiston Academy (BOA) values of Ready, Respect and Safe. We regularly review our policies and the work of the academy so that our students can receive the best possible advantages and opportunities we create for them.

Legal framework

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

- Education Act 2011
- Education Act 1996
- Children Act 2004
- DfE (2024) 'Keeping children safe in education 2024'
- DfE (2018) 'Controlling access to school premises'

This document operates in conjunction with the following academy and trust policies:

- Complaints Policy
- Child Protection and Safeguarding Policies
- Data Protection and Freedom of Information Policy
- Equality Policy
- Photography and Video Policy
- Visitors Policy
- Communications Guidance

Statement of intent

At BOA, we strive to build a strong and positive relationships with parents, carers and visitors to help create a stimulating learning environment that continues from academy to home, providing all pupils with the opportunity to achieve to the best of their ability.

To create a welcoming and safe learning environment, the academy implements a specifically designed set of rules regarding behaviour and conduct which parents, carers and visitors 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, pupils or other parents may result in individuals being removed from the premises.

This document outlines the way parents, carers and visitors are expected to act whilst on the academy premises, as well as detailing the type of behaviour that will not be tolerated.

Statement of Principles

Most parents, carers and others visiting our academy are keen to work with us and are supportive of the academy. From time to time, it is necessary for parents/carers

and the academy to deal with problems relating to particular students. It is important that discussions between parents/carers and staff are conducted in a calm and respectful manner. In the vast majority of such situations this is what happens, but on rare occasions, aggression and verbal and or physical abuse is directed towards members of academy staff or members of the wider academy community.

The Trust expects and requires its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self-defence.

Violence, threatening behaviour and abuse against academy staff or other members of the academy's community, including other parents/carers and students, will not be tolerated, whether that be on the phone, on a platform such as Zoom or Microsoft Teams or in a face-to-face context, such as an on-site meeting. All members of the academy's community have a right to expect that their academy is a safe place in which to work and learn. There is no place for violence, threatening behaviour or abuse in our academy.

We expect parents/carers and other visitors to behave in a reasonable way towards members of the academy's staff and the wider academy community. This policy outlines the steps that will be taken if behaviour is unacceptable.

Types of behaviour that are considered serious and unacceptable, and which will not be tolerated in relation to members of staff, and other members of the community are:

- Shouting, either in person, over the telephone or on a platform such as Zoom or Microsoft Teams
- Swearing or abusive language (including racist, foul and sexual language) either in person or over the telephone/email or on a platform such as Zoom or Microsoft Teams
- Constant emails and/or phone calls/face-to-face encounters, which amount to harassment and intimidation, despite the schools' best efforts to address a situation and following the academy's complaints policy
- Discriminating against any member of the school community, including pupils, staff, governors and other parents/carers
- Inappropriate electronic activity including writing/publishing abusive, defamatory or inappropriate content with regards to the academy, academy staff or students on social networking websites such as Facebook, Instagram, Snapchat and Twitter or in email communication

- Physical violence, e.g., hitting, slapping, punching, kicking, tripping over or pushing
- Physically intimidation, e.g., standing unnecessarily close to a member of staff
- The use of rude or aggressive hand gestures, including shaking or holding a fist towards another person
- Spitting
- Approaching another parent or student to discuss or reprimand them because of an issue between students
- Arriving on the academy's premises partially clothed
- Smoking/vaping on the academy's premises
- Taking illegal or harmful drugs while on the school premises
- Drinking alcohol on the school premises
- Taking photographs or videos on the school premises without permission from the academy
- Driving unsafely within the vicinity of the academy and on the academy site
- Any acts of sexual harassment
- Deliberate damage to site property
- Deliberate damage to staff property, e.g., a vehicle
- Allowing incidents that have taken place outside of the academy, either in the community or online to negatively affect the academy and any member of its community
- Breaching a ban/barring

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Whilst such behaviour is unacceptable in all circumstances, the academy is particularly concerned to protect its students from being exposed to such behaviour (whether or not directed at them).

Unacceptable behaviour may result in the police being informed of the incident or called immediately during an incident.

Expectations

BOA expects parents, carers and visitors to

- Act in accordance with this policy at all times.
- Support and reflect the academy's 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 academy's community with dignity and respect.
- Where appropriate, clarify their child's version of events with the academy to bring about a peaceful solution to any issue.

- Correct their child's behaviour appropriately, particularly on the academy's grounds where it could otherwise lead to conflict or aggressive or unsafe behaviour.
- Respect the academy's property and environment by keeping it damage-free, clean and tidy.
- Follow the academy's parking rules and procedures for dropping-off and collecting students from the academy.
- Dress in an appropriate manner when on the academy premises and attending academy 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.

Parental/Visitor Access to the Premises of the Schools

Where there are serious concerns regarding the conduct of a parent, carer or visitor, and possible staff/student safety, the Principal may decide to:

- Initiate a meeting/dialogue with the individual.
- Write to the individual(s), describing their misconduct, explaining its impact on the academy and stating its unacceptability.
- Vary the person's access to the site, which may be through the establishment of conditions.
- Warn of the possibility of a ban/bar if the misconduct is repeated.
- Impose a ban/bar with a review after a fixed period.
- Impose a ban/bar without review/indefinitely.
- Contact the police.
- Seek legal redress through the courts.
- Restrict the individual's channels of communication to the academy, e.g., no longer allowing the individual to send emails to a staff member directly or directing an individual to a key academy conduct for any form communication.
- Reporting content that the individual has posted online to the website's administrator.
- Refer the case to children's social care, where the behaviour indicates that the parent, carer or visitor poses a risk to children.

Any child protection and safeguarding concerns will be addressed in accordance with the academy's Child Protection and Safeguarding Policy.
The academy 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 if an individual is being violent or has committed assault, or if the event has caused harm to a person on site.

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

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

- Behaviour Policy
- Complaints Policy
- Child Protection and Safeguarding Policies
- Data Protection and Freedom of Information Policy
- Equality Policy
- Photography and Video Policy
- Child Protection and Safeguarding Policy
- Visitor Policy
- Communciations Guidance

Parents and carers can request copies of all relevant policies and procedures by requesting a copy to the postbox email. Key policies are available on the academy website.

Driving pupils to the academy
Parents and carers will only proceed past the main gates to drop off and collect their children where road markings allow, and if academy staff permit. Parents and carers are not permitted, to stop, wait, drop off, or pick up children while parked a prohibited area, e.g., on the double yellow lines on Deakin Avenue.

Residents' drives should not be blocked under any circumstances, even during short periods of waiting where the car is in use. Vehicles should be driven in a calm manner, which causes the 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 any academy staff who are on duty at any time before, during or after academy hours. Staff will be on duty at the academy gates at the following times: 8:25am to 8:40am and 3:10pm to 3:25pm.

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

Parents and carers are to use their discretion in severe weather and are to drive with extra caution as appropriate.
Students should not be collected late. If a parent is delayed in picking up their child for any reason it is the parent's responsibility to call an authorised adult to collect the student from the academy on their behalf.

Barring/Banning Procedure to be followed:

If a parent, carer or visitor behaves in an unacceptable way towards a member of the academy's community, the Principal or an appropriate senior staff member will seek to resolve the situation through discussion and mediation. When all procedures have been exhausted, and aggression or intimidation continue, or where the circumstances otherwise require it, the academy has the right to bar/ban a parent, carer or visitor from the academy premises for a period of time or indefinitely.

In imposing a bar/ban, the following steps will be taken:

1. The parent, carer or visitor will be informed, in writing, that they are banned/barred from the premises, what will happen if the ban/bar is breached, e.g., police involvement or an injunction application may follow. The individual will be notified if the bar/ban will be reviewed after a period of time or if it is indefinite.

2. Where an assault has led to a bar/ban, the matter will be reported to the police.

3. The Chair of Governors and OAT Education Director for the academy will be informed of the bar/ban.

4. As appropriate, arrangements for meetings at the academy regarding students, and arrangements for students being delivered to and collected from the academy will be clarified.

Staff script and warning notice
It may be necessary, in certain situations, for staff to communicate our warning notice to parents, carers or visitors, which is: -

'Our staff have the right to be treated with dignity and respect at all times without the risk of aggressive or threatening behaviour and/or violence. This conduct will not be tolerated towards staff and may result in staff disconnecting phone or online communication, or individuals being asked to leave the premises.'

Monitoring and review

This document will be reviewed on an annual basis by the Principal and any changes made will be communicated to all parents, carers and staff at the academy.

A copy of this policy is available on the academy's website. Parents and carers should familiarise themselves with the procedures and guidelines outlined in the document.