

Parent and Visitor Conduct Policy

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Version	Date	Updates
V2	September 2025	No changes – policy review cycle.

Associated Policies

- Single Equality Policy
- Complaints Policy

NORTHAMPTON SCHOOL FOR GIRLS

1	Policy Statement
1.1	Northampton School for Girls has a duty of care for its staff and students to ensure their safety and wellbeing. This policy outlines the behaviours that are deemed unacceptable and what sanctions are available to the school deal with the behaviour.
1.2	The school believes staff, parents/carers and students are entitled to a safe and protective environment in which to learn and work. Behaviour from parents/carers, visitors or community users that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the school.
1.3	In particular, to truly create the best outcomes for students, both academically and in terms of their personal development, it requires the relationship between home and school to be based on the principles of care, integrity, school and mutual respect. The maintenance of this relationship is important to ensure that students are safe and not open to undue distress and anxiety, and any barriers to learning are removed.
2.	Who does this policy apply to?
2.1	This policy applies to all parents/carers of students who attend Northampton School for Girls, users of the school's community facilities or other visitors to Northampton School for Girls.
2.2	<p>This policy covers any conduct committed:</p> <ul style="list-style-type: none"> • In Northampton School for Girls buildings or on a school site • by telephone to Northampton School for Girls • by email to Northampton School for Girls • on social media referring to Northampton School for Girls • in any other setting which, in the reasonable opinion of the Headteacher or Chair of Governors, should be regulated by this policy.
3.	Who is responsible for carrying out this policy?
3.1	The implementation of this policy will monitored by Northampton School for Girls Senior Leadership Team and governing body and remain under review by the Headteacher.
4.	Aims of the policy
4.1	For all members of the school community to treat each other with respect.
Expectations	
4.2	Adults set a good example to students at all times, showing them how to get along with all members of the school and the wider community.
4.3	No members of staff, parents/carers or students are the victims of abusive behaviour, open to threats or made to feel harassed or otherwise uncomfortable by other adults on the school premises.
4.4	Physical attacks and threatening behaviour, abusive or insulting language verbal or written, to staff, governors, parents/carers, students and other users of the school premises will not be tolerated and will result in withdrawal of permission to be on school premises.
4.5	Any parent/carer who is asked to leave the school premises will have the right to appeal the decision by writing to the Chair of Governors.
Guidelines	
4.6	<p>Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the school community. This is not an exhaustive list but seeks to provide illustrations of such behaviour:</p> <ul style="list-style-type: none"> • Shouting, either in person or over the telephone. • Inappropriate posting on social networking sites which is abusive or inappropriate in the view of the school. Threatening violence or acting violently, including damage to property or injury to individuals. • Speaking in an aggressive/threatening tone. • Physically intimidating , e.g. standing very close.

NORTHAMPTON SCHOOL FOR GIRLS

	<ul style="list-style-type: none"> • The use of aggressive hand gestures/exaggerated movements. • Shaking or holding a fist towards another person. • Swearing. • Behaving in a way which makes others feel distressed, humiliated or threatened. • Frequent, unwarranted and/or unnecessary correspondence which is hindering the proper running of the school. • Making deliberately false, malicious or vexatious accusations. • Racist, sexist or homophobic comments. • Approaching and shouting at pupils or other parents/carers on the school site under any circumstances.
5.	Procedures
5.1	The school has a range of strategies to employ with any parent/carer or visitor who engages in unacceptable conduct. These sanctions may include a verbal warning, invitation to a mediation meeting and/or formal written warning.
5.2	Legal sanctions will be used in extreme circumstances e.g. if a parent/carer continues to exhibit conduct in breach of this policy or has committed a serious breach of this policy. These sanctions can be initiated at any stage if, in the reasonable judgement of the Headteacher or Chair of Governors of the school, the severity of the behaviour warrants such a level of intervention.
5.3	Where the behaviour is so extreme that it threatens the immediate safety and welfare of staff or others, the matter will be referred immediately to the police for action. The school may also refer the case to students' social care, where the behaviour indicates that the parent/carer poses a risk to students. Any child protection and safeguarding concerns will be addressed in accordance with Northampton School for Girls' Child Protection and Safeguarding Policy.
5.4	Restricted communication with the school Communication with the school can be restricted e.g. requesting contact in a particular form (for example, letters only), requiring contact to take place with a named person only or restricting telephone calls to specified days and times. Any parent/carer in breach of the restrictions may have their right to access to the school site removed.
Persons Causing Nuisance / Disturbance on School Premises Section 547 of the Education Act 1996	
5.5	School premises are private property and parents/carers and visitors have been granted permission from the school to be on school premises. However, where parents/carers or visitors behave in a manner deemed to be inappropriate by the school, the parents/carers or visitors may be banned from entering school. Any ban will be reviewed within a reasonable timescale and parents/carers or visitors will have the right to make representations to the Chair of Governors about the ban.
5.6	It is also an offence under section 547 of the Education Act 1996 for any person (including a parent/carer) to cause a nuisance or disturbance on school premises once a ban is in place. The Police may be called to assist in removing the person concerned.
5.7	Northampton School for Girls is not responsible for organising arrangements for students in the above circumstances. Parents will need to provide alternative arrangements for bringing students into school and collecting them.
5.8	Community Protection Notice (CPN) A CPN is a quick response tool, used to tackle a range of behaviours, ranging from low level nuisance to serious acts of anti-social behaviour. Breaching the order is a Criminal Offence which can lead to a fine or other legal remedial action, such as seizure or forfeiture orders.
5.9	Civil Injunction These are sought in the same manner as 'the old' Anti-Social Behaviour Injunctions or Anti-Social Behaviour Orders however, the legal burden of proof is much lower than previously expected by the Courts. A Civil Injunction can be sought against anyone from the age of 10 upwards. The Order can include both prohibitive and positive measures as a means to control Anti-Social Behaviour. Breaching a Civil Injunction is not a criminal offence but can lead to stronger legal measures being considered.

NORTHAMPTON SCHOOL FOR GIRLS

Criminal Behaviour Orders (CBO's)	
5.10	A Criminal Behaviour Order must be sought at Court via the Crown Prosecution Service. As such, it is a power mainly used by the Police. Additionally, the CBO can contain conditions and prohibitions that do not relate to the offence which resulted in Court action (i.e. the perpetrator might have been arrested for robbery in the Town Centre, but his/her CBO can relate not loud music in his home).
5.11	CBO application must be lodged before sentencing at Court. As with a Civil Injunction, the Criminal Behaviour Order can include both prohibitive and positive measures as a way of controlling Anti-Social Behaviour.
5.12	Breach of the order is a criminal offence.
Inappropriate use of Social Networking Sites	
5.13	Social media platforms are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/carers and pupils. The Headteachers and Governors of Northampton School for Girls will consider the use of social media websites being used in this way as unacceptable and not in the best interests of the students or the whole school community. If the school is unaware of any issues then it cannot investigate with a view to resolving the matter and the reputation of the school may be damaged and the integrity of its staff unnecessarily called into question.
5.14	Any concerns parents/carers or visitors may have must be made in an appropriate manner through the school's complaints policy.
5.15	In the event that any pupil or parent/carer of a child/ren being educated in a Northampton School for Girls or a visitor of the school is found to be posting inappropriate 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. The school will also expect that any parent/carer or pupil or visitor removes such comments immediately. The school may also consider banning the parent/carer or visitor from entering the school, placing restrictions on direct and indirect communication with school staff, or in the case of the pupil may consider disciplinary action in line with the school's behaviour policy.
5.16	In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites.
Police involvement	
5.17	Unacceptable behaviour may result in the Police being informed. The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to abuse.
5.18	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.
6. Policy Review	
6.1	This policy will be monitored as part of the school's annual internal review and reviewed on a three year cycle or as required by legislature changes.