

Heritage Park Primary School

Parental Conduct Policy



Approved by:	Senior Leadership Team
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Last reviewed on:	July 2026
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Next review due by:	July 2028
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Rationale

At Heritage Park Primary School, we believe that staff, parents, carers and children are entitled to a safe, respectful and supportive environment in which to learn and work. Positive relationships between home and school are essential to ensuring the best outcomes for our pupils.

Behaviour that causes harassment, alarm, distress, intimidation or fear is contrary to the values and aims of the school. The school is committed to promoting respectful communication and expects all members of the school community to conduct themselves in a manner that upholds these values.

Aim

To ensure that all members of the school community are treated with dignity, courtesy and respect and are able to learn and work in a safe environment free from bullying, harassment, intimidation and abuse.

Expectations

We expect that:

- Adults set a positive example to children at all times, demonstrating respectful communication and behaviour.
- All members of the school community treat one another with respect and courtesy.
- No member of staff, governor, parent, carer, visitor or child is subjected to abuse, intimidation, harassment, bullying, threats or discrimination.
- Physical attacks, threatening behaviour, abusive or insulting language, whether verbal, written or online, will not be tolerated.
- Parents and carers engage constructively with the school and follow appropriate procedures when raising concerns.
- Parents and carers raise concerns through the appropriate school channels rather than through social media or messaging platforms.
- Parents and carers must not use WhatsApp groups, social media platforms or online forums to complain about, criticise, make allegations against or discuss individual members of staff. Such behaviour may be considered bullying or harassment as staff are unable to respond to or defend themselves within these forums, and any concerns should instead be raised through the school's published complaints procedure.

Any parent or carer who is asked to leave or is banned from the school premises has the right to appeal by writing to the Chair of Governors.

Incidents of rudeness, aggression, intimidation or inappropriate conduct will be recorded and reported to the Chair of Governors.

DfE Guidance: Preventing and Tackling Bullying and Harassment of School Staff (July 2026)

Heritage Park Primary School is committed to protecting all staff from bullying, harassment, intimidation and abuse, whether this occurs in person, in writing or through online platforms.

In accordance with the Department for Education's guidance, Preventing and Tackling Bullying and Harassment of School Staff (July 2026), the school expects all members of the school community to ensure that staff are supported, respected and protected in the course of their work. The guidance makes clear that bullying and harassment of school staff are unacceptable and that schools should have clear procedures to prevent and address such behaviour.

Parents and carers should be aware that behaviour directed towards staff, whether on school premises or through online channels, may constitute bullying or harassment where it is intimidating, hostile, repeated, targeted or causes distress. This includes behaviour conducted through social media platforms, WhatsApp groups, community forums and other forms of electronic communication.

The school recognises that staff are often unable to respond to allegations or comments made within private WhatsApp groups or social media forums and are therefore unable to defend themselves appropriately. Complaints, criticism or allegations made about staff in such forums may therefore be deemed bullying, harassment or intimidation, particularly where those comments are repeated, shared widely or likely to cause distress or reputational harm.

All concerns regarding staff or school matters should be raised through the school's established complaints procedures so that they can be addressed fairly, professionally and confidentially.

Persons Causing Nuisance or Disturbance on School Premises

Section 547 Education Act 1996

School premises are private property. Parents and carers are granted permission to enter school premises for lawful and legitimate purposes connected with their child's education.

Where a parent or visitor behaves in an abusive, threatening, intimidating or disruptive manner towards staff, pupils, parents or visitors, the school may withdraw permission for that individual to enter the school site.

Under Section 547 of the Education Act 1996, it is an offence for any person, including a parent or carer, to cause a nuisance or disturbance on school premises. The police may be called to assist in removing individuals from the premises where necessary.

The school is not responsible for organising alternative arrangements where a parent has been prohibited from entering the school site. Parents remain responsible for ensuring their child attends school and is collected safely.

Unacceptable Behaviour

The following behaviours are considered serious and unacceptable. This list is not exhaustive.

- Shouting, either in person or over the telephone.
- Speaking in an aggressive, hostile or threatening tone.
- Physically intimidating another person.
- Standing excessively close to another person in a threatening manner.
- Aggressive hand gestures or exaggerated movements.
- Physical threats.
- Shaking or holding a clenched fist towards another person.
- Swearing or offensive language.
- Pushing or spitting.
- Hitting, slapping, punching or kicking.
- Racist, sexist, discriminatory or derogatory comments.
- Sexual comments, harassment or innuendo.
- Unjustified accusations of discrimination, misconduct or wrongdoing.
- Electronically recording meetings, telephone calls or conversations without the prior knowledge and consent of all parties involved.
- Publishing photographs, videos or recordings of staff, pupils or parents without consent.
- Inappropriate posting on social networking sites, WhatsApp groups or other online platforms, including complaints, criticism, allegations or negative comments about staff, governors, pupils or parents, which may bring the school into disrepute, undermine professional reputations or constitute bullying, harassment or intimidation.
- Making false, malicious, defamatory or vexatious allegations against members of the school community.

Social Media, WhatsApp Groups and Online Conduct

The school recognises that many parents and carers communicate through social media platforms, messaging services and online groups, including WhatsApp, Facebook, Instagram and community forums.

While parents are entitled to express opinions, all online communication relating to the school community must remain respectful and responsible.

Parents and carers must not:

- Use WhatsApp groups, social media or online forums to complain about, criticise or discuss individual members of staff.

- Make allegations, accusations or unsubstantiated claims about staff members, governors, pupils or other parents.
- Encourage others to complain about, undermine or target members of staff.
- Share rumours, speculation or inaccurate information relating to the school.
- Organise campaigns against members of staff or the school.
- Post comments that may damage the professional reputation of staff.
- Share photographs, videos or recordings of staff without consent.
- Publish confidential information relating to school matters.

The fact that such comments are made away from the school site does not lessen their impact on staff or the wider school community.

Raising Concerns Appropriately

If a parent or carer has a concern regarding the school, their child, or a member of staff, they are expected to raise the matter through the school's established procedures. In most cases, concerns should first be discussed with the Class Teacher. If the matter remains unresolved, it should be referred to a member of the Senior Leadership Team and then, where necessary, to the Headteacher.

Concerns relating to the Headteacher, or where all other stages have been exhausted, may be referred to the Chair of Governors in accordance with the school's complaints procedure. Following these channels helps ensure that concerns are considered fairly, professionally, confidentially and in a timely manner, allowing all parties involved the opportunity to respond appropriately and work towards a constructive resolution.

Staff Protection Measures

Heritage Park Primary School is committed to safeguarding the wellbeing, dignity, health and professional reputation of all staff.

The Governing Body recognises that staff have the right to carry out their duties free from intimidation, harassment, bullying, abuse or unreasonable criticism. This commitment extends to conduct occurring both on and off school premises, including online activity.

Immediate Protective Measures

The school may:

- Ensure staff are not required to meet alone with individuals who have displayed aggressive or intimidating behaviour.
- Require future meetings to be attended by a senior leader.
- Restrict contact to written communication only.
- Require appointments to be arranged in advance.
- End meetings immediately where inappropriate conduct occurs.
- Provide immediate support for staff following incidents.

Responding to Online Abuse

Where staff are targeted through WhatsApp groups, social media or online forums, the school may:

- Request immediate removal of offending content.
- Issue a formal warning.
- Preserve evidence of online communications.
- Report content to the relevant platform.
- Seek advice from the Local Authority, legal advisers or the Police.
- Consider whether the behaviour amounts to bullying, harassment, defamation, malicious communications or other unlawful conduct.

Restrictions on Access

The Headteacher may:

- Withdraw permission for an individual to enter the school site.
- Restrict attendance at school events.
- Require communication through a nominated member of staff.
- Introduce alternative arrangements for pupil collection and drop-off.
- Seek police assistance where there are concerns about staff safety.

Support for Staff

Staff subjected to abuse, intimidation, harassment or bullying will be offered appropriate support, which may include:

- Support from senior leaders and governors.
- Access to wellbeing resources or employee assistance programmes.
- Risk assessments where appropriate.
- Assistance in reporting matters to external agencies.
- Practical measures to reduce the risk of repeat incidents.

False, Malicious or Vexatious Allegations

The school takes all complaints seriously. However, where allegations against staff are determined to be false, malicious, vexatious or intended to cause reputational damage, the school reserves the right to take action under this policy, including restrictions on communication, withdrawal of access to the school site and referral to external agencies where appropriate.

Inappropriate Use of Photography, Video and Social Media

The Headteacher may give permission for parents and carers to take photographs or videos during school productions, performances and events.

Any images or videos taken must be for personal use only and should not be published on social media without appropriate consent.

The Governing Body considers the use of social media to fuel complaints, campaigns or criticism against the school, its staff, governors, pupils or families to be unacceptable and not in the best interests of the school community.

Where a parent, carer or pupil is found to have posted defamatory, abusive, threatening or bullying content online, the school will:

- Report the content using the platform's reporting procedures.
- Require removal of the content.
- Consider further action under this policy.

Cyberbullying and online harassment will be treated with the same seriousness as face-to-face bullying.

Unacceptable conduct may result in the Police being informed.

Procedure for Addressing Inappropriate Behaviour

Heritage Park Primary School operates a zero-tolerance approach towards inappropriate behaviour.

If an adult approaches a child in an inappropriate manner

- The matter will be investigated by a member of the Leadership Team.
- The adult concerned will be spoken to.
- The incident will be recorded and reported to the Headteacher.
- A warning letter will be issued.

If a parent approaches another parent in an inappropriate manner

- The incident should be reported to a member of staff or the Leadership Team.
- The parent concerned will be reminded of the school's expectations.
- A warning letter will be issued.
- Further incidents may result in a ban from the school site under Section 547 of the Education Act 1996.

If a parent approaches a member of staff in an inappropriate manner

- The incident must be reported immediately to a member of the Senior Leadership Team, or to the Chair of Governors if it is a member of the Senior Leadership Team.
- An investigation will take place.
- The parent will be reminded of this policy.
- A formal warning letter will be issued.
- Further incidents may result in a ban from the school site.

If a parent engages in inappropriate conduct online

- The school will investigate the matter.
- Removal of offending content may be requested.
- A warning letter may be issued.
- The behaviour may be deemed bullying, harassment or intimidation.
- Repeated or unacceptable incidents may result in withdrawal of permission to enter the school site and referral to external agencies.

Recurring inappropriate behaviour

Continued breaches of this policy may result in:

- Withdrawal of permission to enter the school site.
- Restrictions on communication.
- Referral to the Police.
- Legal action where appropriate.
- Any other proportionate action deemed necessary to protect staff, pupils and the wider school community.

Right of Appeal

Parents and carers may appeal any decision to withdraw permission to enter the school premises by writing to the Chair of Governors within five working days of notification.

The appeal will be considered promptly, and the decision will be communicated in writing.

Responsibilities

The Headteacher is responsible for monitoring and reviewing this policy every two years or sooner if required by changes in legislation, guidance or school circumstances.

Conclusion

Heritage Park Primary School is committed to maintaining a respectful, safe and supportive environment for all members of its community.

Parents, carers, staff, governors and pupils all share responsibility for promoting positive relationships. Behaviour, whether in person or online, that undermines the safety, wellbeing or professional reputation of others will not be tolerated.

The Governing Body fully endorses the Department for Education's guidance, *Preventing and Tackling Bullying and Harassment of School Staff* (July 2026), and will take all reasonable and proportionate steps to ensure that school staff are supported, respected and protected from bullying, harassment, intimidation, abuse and defamatory conduct, whether such conduct occurs in person or online.