

CODE OF CONDUCT- PARENTS AND VISITORS

<p>Policy Owner</p> <p>Prior Executive Board</p>	<p>Applies to</p> <p>Prior Park Schools (Trust Wide)</p>	<p>Superseded documents</p> <p>Code of Conduct_Parents and Visitors v1</p>
<p>Associated documents</p> <p>Parental Contract Acceptance Form Complaints Policy</p>	<p>Review frequency</p> <p>As required (unless the legislation/regulations update before this time)</p> <p>Implementation date</p> <p>25 February 2026</p>	<p>Legal Framework</p> <p>Childrens Act 1989 Working together to safeguard children 2018</p>

This policy is reviewed as required, prior to approval by Trustees, where applicable.

Last reviewed by:	Prior Executive Board (Mr B Horan, Mr P Martyn, Mr M Bond and Ms E Sandberg) and Head of Compliance (Miss E Wickham)
Date last reviewed:	January 2026
Approved by Trustees:	Approved by PEB 24 February 2026
Date last approved:	24 February 2026
Date for next approval:	February 2028

1. Introduction

Prior Park Schools (PPS) is a family of Christian schools based in Bath and Gibraltar. Prior Park College (PPC) and The Paragon School (TP) are incorporated in England as Prior Park Educational Trust Ltd. Prior Park School Gibraltar (PPSG), is incorporated in Gibraltar as Prior Park School Ltd. Both are companies limited by guarantee and registered charities.

The Prior Park Schools mission, underpinned by shared values, is to steward a thriving family of communities with love for the young people they serve at their heart. These vibrant communities cultivate creativity, foster integrity, and transform lives.

Prior Park Schools Values

Curiosity – Generosity – Courage

2. Purpose

Prior Park Schools are very fortunate to have a parent body which is supportive and friendly. We recognise that the success of each school is dependent on a strong partnership between all members of the school community: students, parents/carers, guardians, staff and Trustees.

This partnership must be based on a polite, positive and respectful relationship. For this reason, we continue to welcome and encourage parents/carers and guardians to participate fully in the life of our schools. This policy does not preclude genuine concerns and complaints from being investigated nor is it aimed at stopping parents or visitors from raising a concern.

Any reference in this policy to a “parent”, includes any parent, guardian, carer or other individual with “parental responsibility” (as defined in the Children Act 1989) for a student of any one of the Prior Park School’s.

Any reference to the ‘Executive’ within this policy refers to one of the three Heads and/or the Chief Operating Officer, either individually or collectively.

The purpose of this policy is to provide a reminder about the expected conduct from our parents and visitors. We ask that all members of the school community follow these principles:

- We all respect the caring ethos of our schools.
- Both parents and staff need to work together for the benefit of the students and wider community.

- All members of the school community should be treated with respect and, therefore, we must all set a good example in our own speech and behaviour.

In this context, threatening, violent or abusive behaviour, and any form of harassment (including but not limited to, verbal, physical or sexual harassment), whether that be in person or via other communication methods, against any members of our school communities, is unacceptable and will not be tolerated. All members of our communities have a right to expect the schools to be a safe place in which to work and learn. Where the behaviour of parents or visitors falls below expected standards, the school will take appropriate action. This policy should be read in conjunction with the following PPS policies.

- Parent Contract
- Acceptance Form
- Complaints Policy

3. Policy

PPS is committed to providing a fair, impartial and accessible service to everyone who interacts with us.

We will not normally restrict the amount of contact people have with us. We want to listen to individuals to understand why they have contacted us and take on board their feedback.

We do not expect our staff to tolerate any form of behaviour that could be considered abusive, offensive or threatening, or that becomes so frequent it makes it more difficult for us to complete our work or help other people. We will act under this policy to manage this type of behaviour, and this applies to all contact with us, including the use of social media, to post about us.

We will make reasonable adjustments to ensure our communities are accessible to everyone. It is important to us though, that we provide a safe environment for our staff to work in, which may mean we decide to restrict how someone can contact us.

We do not view behaviour as unacceptable just because an individual is assertive or determined.

We also recognise that upsetting circumstances, for example an issue which prompted someone to complain, may make people angry or act out of character. We understand that people can have special communication requirements due to disability or illness. We encourage parents and visitors to make us aware if they are affected by such circumstances, and we will aim to make reasonable adjustments for you.

4. What do we mean by unacceptable behaviour?

Examples of unacceptable behaviour include (this list is not exhaustive):

- use of abusive, obscene or threatening language.
- abusive, derogatory or discriminatory comments directed at our staff, including those made publicly e.g. via social media (see below).
- repeated unnecessary phone calls or refusal to end telephone conversations.
- persistent or lengthy correspondence which is outside of the school's ability to act and/or adding nothing new to the matter.
- requesting responses within unreasonable timescales.
- repeatedly changing the substance of an enquiry or complaint and/or raising unrelated concerns.

- refusal to accept a decision, outcome, feedback, or advice where an explanation has been given.
- repeated submission of unfounded or new complaints arising from the same set of facts.

5. How will Prior Park Schools manage this?

Where an individual's behaviour is unacceptable, we will manage contact to protect our staff and the effective running of our schools. If we consider that the behaviour is so extreme that it puts the immediate safety or welfare of our staff or others in our communities at risk, we will consider ending all contact immediately. We may also report the incident to the police or take legal action. In these circumstances, we may not warn the individual before acting.

Unless the immediate safety and welfare of our staff is at risk, we will always inform an individual that their behaviour is unacceptable and give them the chance to modify this before we restrict contact. If we do need to restrict contact, our actions will be proportionate, taking into account the nature of the behaviour and the impact this is having on our work, as well as any relevant personal circumstances and the needs of the individual.

If a parent/visitor behaves in an unacceptable way towards a member of the school community, a member of the school leadership team will assess the level of risk and discuss with the Executive, before deciding on a future course of action.

The course of action will be reasonable and commensurate with the assessed level of risk.

Risk Assessment

A member of the Executive or an appropriate senior leader will carry out a risk assessment in order to help make a decision about the level of response. In all cases the response will be reasonable and proportionate.

A member of the Executive will consider the following questions:

- What form did the abuse take?
- What evidence is there?
- What do witnesses say happened?
- Are there previous incidents to take into consideration?
- Do members of staff/students feel intimidated by the parent's behaviour?
- Is there any evidence of provocation?
- How high is the assessed risk that this will be repeated or there will be retaliation at the school's action? (low, medium, high).

Recording of Incidents

Staff/students subject to abuse and witnesses will make written statements about incident(s) which will be kept in a file with subsequent letters. This file will be kept by the Executive. Depending on an assessment of the risk of retaliation to witnesses or individuals, statements made by adults these may be made available to the parent if they request it.

The School's response

Following the completion of the risk assessment, the Executive will decide the level of action to be taken. Actions will include the following:

- a. Clarify to the parent what is considered acceptable behaviour by the school

In some instances, it may be appropriate simply to ensure the parent is clear about behaviour standards expected by the school. This could be explained by letter from the Executive. This letter may contain a warning about further action if there are further incidents. The parent will be invited to write to the Executive with his/her version of events within 10 working days. Depending on the parent's response a meeting may then be held to discuss the situation and how this can be avoided in future.

b. Invite the parent to an informal meeting to discuss events

This could be helpful to discuss and diffuse the situation. The safety and well-being of those attending such a meeting must be carefully considered. Members of school staff will always be accompanied by at least one other colleague at any such meeting. Consideration should be given to the seating arrangements, and care taken to ensure exits cannot be blocked by a parent who could potentially become aggressive. The main points of discussion and any agreed actions should be noted, and a follow-up letter or e-mail sent to confirm the school's expectations and any agreed actions.

c. Impose conditions on the parent's contact with the school and its staff

Although fulfilling a public function, schools are private places. The public has no automatic right of entry. Parents of enrolled students have an 'implied licence' to come onto school premises at certain stated times. It is for schools to define and set out the extent of such access. Parents exceeding this would be trespassing.

Depending on the type, level or frequency of the unacceptable behaviour, the school may consider imposing conditions on the parent's contact with the school. These conditions may include (but are not exclusively):

- being accompanied to any meeting with a member of school staff by a member of SLT
- restricting contact by telephone to named members of the senior leadership team
- restricting written communications to named members of the senior leadership team
- restricting attendance at school events to those where the parent will be accompanied by a member of the senior leadership of the school
- any other restriction as deemed reasonable and proportionate by the Executive.

In this case the parent will be informed by letter from the Executive the details of the conditions that are being imposed. The parent would then be given 10 working days from the date of that letter to make representations in writing about the conditions to the Executive.

d. Imposing a ban

Where other procedures have been exhausted and aggression or intimidation continues OR where there is an extreme act of violence then the school may consider banning the individual from school premises. This will include banning a parent from accessing school staff by written communication or telephone.

In these circumstances, the individual would be advised in writing by the Executive that a provisional ban is being imposed. The parent would then be given 10 working days from the date of that letter to make representations about the ban in writing to the Trustees, via the Clerk to the Trustees.

The Trustees would then decide whether to confirm or remove the ban. This would be communicated to the parent in writing within 10 working days of the receipt of their letter.

If the Trustees decision is to confirm the ban, parents in these circumstances will be offered an annual meeting about their child's progress, usually with a member of the Executive.

Trustees may, at any time, decide to remove the ban, extend the ban or impose conditions on parent's access to the school. The decision of any review will be communicated to the parent by the clerk to the Trustees.

In deciding whether to remove or extend the ban or impose conditions, Trustees will give consideration to the extent of the parent's compliance with the ban, any appropriate expressions of regret and assurance of future good conduct received from him/her and any evidence of the parent's co-operation with the school in other respects.

e. Removal from school

Parents who have been banned from the school premises and continue to cause a nuisance will be deemed to have committed a section 547 offence. They will be considered as trespassers. In these circumstances the offender may be removed from school. This may be carried out by a police officer or a member of staff. Legal proceedings may be brought against the parent.

f. Complaint's policy

Any parental complaint that arises from incidents of abusive behaviour will be dealt with under the complaints policy.

g. Monitoring

This policy is reviewed by the Prior Executive Board every three years. All actions taken under this policy are also monitored by the board of trustees. Details of incidents are reported to the trustees as part of the Executive's report. Parents' names and details are not identified to the board.

6. Inappropriate use of Social Media

Social media websites are being used increasingly, across all of society, to fuel campaigns and complaints against schools, Executives, school staff, trustees and in some cases other parents/students.

The Executive & Trustees consider the use of social media websites being used in this way as unacceptable and not in the best interests of the children or our school communities.

Any concerns you may have must be made through the appropriate channels by speaking to the Class teacher, Tutor, Housemaster/Housemistress, Head of Year, Head of House, a member of SLT, the Executive, so they can be dealt with fairly, appropriately and effectively for all concerned.

If any parent or visitor is found to be posting libellous or defamatory comments on Facebook, Twitter, Instagram 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 their individual site, and they provide robust mechanisms to report contact or activity which breaches this. PPS will also expect that any parent or visitor removes such comments immediately.

In serious cases the School will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly is the issue of cyber bullying and the use by one parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying.

7. Taking Photographs/Videos and Recordings

Parents are welcome to take photographs of (and where appropriate, videos) their own children taking part in school events, subject to the following guidelines, which the school expects all parents to follow:

- There will be certain circumstances when the school will ask parents not to take any photographs, videos and/or recordings at events and activities. Parents will be advised of this at the beginning of the event. Parents must follow this advice during the entirety of the event.
- When an event is held indoors, such as a play or a concert, parents should be mindful of the need to use their cameras and filming devices with consideration and courtesy for cast members or performers on stage and the comfort of others. Flash photography can disturb others in the audience or even cause distress for those with medical conditions; the school therefore asks that it is not used at indoor events.
- Parents are asked not to take photographs of other students, except incidentally as part of a group shot, without the prior agreement of that student's parents (or the student themselves if they are over the age of 13).
- Parents are reminded that such images are for personal use only. Images which may, expressly or not, identify other students should never be made accessible to others via any channel (for example, but not limited to, on WhatsApp, Instagram, Facebook), or published in any other way.
- Parents are reminded that copyright issues may prevent the school from permitting the filming or recording of some plays and concerts. The school will always print a reminder in the programme of events where issues of copyright apply.
- Parents may not film or take photographs in changing rooms or backstage during school productions, nor in any other circumstances in which photography or filming may embarrass, upset students or pose a safeguarding risk.
- The school reserves the right to refuse or withdraw permission to film or take photographs (at a specific event or more generally), from any parent who does not follow these guidelines, or is otherwise reasonably felt to be making inappropriate images.
- The school sometimes records plays and concerts professionally (or engages a professional photographer or film company to do so), in which case CD, DVD or digital copies may be made available to parents for purchase. Parents of students taking part in such plays and concerts will be consulted if it is intended to make such recordings available more widely.

Visitors are not permitted to take photographs or videos of any school event or of students, without prior consent from the Head, DSL and/or Marketing Manager, where the terms of use can be confirmed.