



# MARTENSCROFT

## NURSERY SCHOOL & CHILDREN'S CENTRES

### Title: Parent, Carer and Visitor Code of Conduct

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<b>School Name:</b>	Martenscroft Nursery School
<b>Author:</b>	A.Davenport
<b>Approved by:</b>	Ajai Singh
<b>Ratified date:</b>	May 2025
<b>Interim review date:</b>	
<b>Next Review date:</b>	May 2028





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### RATIONALE

At Martenscroft Nursery School and Children's Centres, we value the positive relationships forged with parents, carers and visitors to the school. We encourage close links with parents and the community and believe that children benefit when the relationship between home and school is a positive one. We also strive to make our school a place where as adults we model for children the behaviour we teach and expect. In general, we place a high importance on good manners, positive communication and mutual respect. Almost all parents, carers and visitors to Martenscroft are keen to work with us and are supportive of the school. However, on very rare occasions the behaviour of a small number of parents and visitors falls short of what we expect. This sometimes manifests itself in aggression or abuse towards members of the school community. This can be physical or implied and could be in written communication (including social media), on the telephone or in face-to-face incidents. The purpose of this code is to provide a reminder to all parents, carers and visitors about expected conduct to ensure a safe and positive school environment for our children. The overriding principle is that all members of the school community have the right to work or be in school without fear of aggression or abuse from parents and visitors.

### DEFINITION OF UNACCEPTABLE BEHAVIOUR

We consider that aggressive, abusive or insulting behaviour or language from a parent presents a risk to staff or pupils. Unacceptable behaviour is any that makes a member of staff or pupil feel threatened. This can be through face-to-face contact, on the telephone or in written communication (including social media).



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The following is not an exhaustive list but seeks to provide illustrations of such behaviour:

- any kind of insult as an attempt to demean, embarrass or undermine
- any kind of threat
- raising of voice so as to be intimidating
- physical intimidation, e.g. by standing very close to him/her or the use of aggressive hand gestures, refusing to sit down during a meeting
- use of foul or abusive language
- any kind of physical abuse
- allegations which turn out to be vexatious or malicious.

### RESPECT AND CONCERN FOR OTHERS AND THEIR RIGHTS

We expect parents and carers to show respect and consideration for others by:-

- Allowing plenty of time so that children arrive ready for a punctual start to the school day, to avoid disruption to their own learning and that of the entire class.
- Supporting the respectful ethos of the school by setting a good example in their own speech and behaviour towards all members of the school community, both on school premises and in its immediate area.
- Working together with all staff for the benefit of the children. We ask you to contact the school to deal with any issues of concern as soon as they arise. The



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school will discuss and clarify specific events, issues and queries in order to bring about a positive solution.

- Correcting their own children's behaviour, especially in public, where it could otherwise lead to conflict, aggressive or unsafe behaviour.
- Respecting the school environment, including keeping the school tidy by not littering.
- Parking carefully and in good time for the safety of the children, yourself and all road users.

In order to support the positive ethos of our school, we will not tolerate: -

- Disruptive behaviour which interferes with teaching, learning or administration within the school.
- Using loud and/or offensive language or displaying temper.
- Threatening, insulting or aggressive behaviour towards another adult or child.  
(Some actions may constitute an assault or legal consequences.)
- Abusive, threatening or damaging emails, letters, phone calls, texts or social network messages relating to the school.
- Smoking, or being under the influence of alcohol or drugs on the school premises.
- Damaging or destroying school property.



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### CONCLUSION

This code of conduct has been written taking into account the DfE Guidance 'Controlling Access to School Premises' November 2018 as well as NAHT guidance on managing abusive visitors. Parents and visitors are allowed on to school premises by permission of the School. However, the School may bar someone from the premises if they feel that their aggressive, abusive or insulting behaviour or language is a risk to staff or pupils. It's enough for a member of staff or a child to feel threatened. Adverse behaviour may be reported to the appropriate authorities.