



# Transform Trust

## Parent and Visitor

### Code of Conduct

Policy Number	Author	Publication Date	Review Cycle
341	Director of Governance & Director of Engagement	V2 September 2025	Annual



## 1. Introduction

This Code of Conduct aims to help our schools work together with parents and visitors to our schools by setting guidelines on appropriate behaviour.

We use the term 'parents' in this Code of Conduct to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or childminders)

Parents and any other visitors should expect an open and mutually respectful relationship with any of our schools. They can be confident that, should a concern arise, it will be taken seriously, and dealt with in a timely and courteous manner and in line with existing school and/or Trust policies.

We expect parents and other visitors to behave in a reasonable way towards other members of the school community. This Code of Conduct highlights positive behaviour that would be expected from parents and visitors to the school and also outlines the steps that will be taken where a person's behaviour is unacceptable.

### **Transform Trust Mission Statement**

At Transform Trust, children come first. Working with our values, we aim for our children, families and staff to be at their best more of the time. Our values are:

- Kindness – showing empathy through being mindful of our thoughts, words and actions ensuring that everyone feels safe and loved.
- Equity – valuing each individual as everyone has a voice and everyone is heard.
- Respect – accepting, celebrating and honouring our similarities and differences.
- Creativity – daring to be different and being brave.

At Transform Trust, we believe it's important to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful and inclusive environment for children, staff and parents
- Model appropriate behaviour for our children at all times.

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the Staff Code of Conduct) and children (through their school's own Behaviour Policy).

We hope that parents and visitors will assist our schools by complying with this Code of Conduct and we thank you for your continuing support. Any concerns you may have must be made through the appropriate channels by speaking directly to the class teacher, the leadership team or the Headteacher, so they can be dealt with fairly, appropriately and effectively for all concerned.

This Code of Conduct aims to help Trust Schools to work together with parents and visitors by setting guidelines on appropriate behaviour.

## 2. **Staff expectations**

All members of the school community have the right to work without fear of violence and abuse. We expect all our staff to behave professionally at all times. We expect our staff to:

- Make decisions that are in the best interests of your child.
- Show compassion and understanding.
- Communicate in an appropriate way without shouting or derogatory language.
- Show respect at all times.
- Seek the involvement and support of other colleagues as appropriate.
- Keep you informed of any relevant information about your child.

In the event that a parent or any other visitor behaves in an unacceptable way either during a telephone conversation or in person, staff at the school have the right to end the call/conversation. The incident will be reported by staff to the Senior Leadership Team who will seek to resolve the situation through discussion and mediation. The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to verbal or any other form of abuse. The school may warn the aggressor, bar them from the school, and/or contact the Police or consider other measures.

## 3. **Our Expectations of Parents/Carers and Visitors**

As well as holding the above principles in mind, parents and visitors are reminded to:

- Respect the ethos, vision and values of our Trust and our schools.
- Work together with staff in the best interests of all children.
- Treat all members of the school community with respect – setting a good example with language and behaviour.
- Seek a peaceful solution to all issues.
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct.
- Respect the school environment including keeping the school tidy by not littering.
- Follow any parking rules and do the right thing when delivering and collecting children from school.
- Approach a member of school staff to help resolve any issues of concern.

## 4. **Behaviour Expectations**

In order to support a peaceful and safe school environment our schools will not tolerate parents or visitors exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with any of the school's operations or activities, including events on the school grounds and sports team matches.
- Using inappropriate or offensive language (including swearing) or displaying aggression towards a child, staff member or another adult.

- Threatening, in any way, a member of school or Transform Trust staff, visitors, fellow parents or a child.
- Damaging or destroying school or Trust property.
- Sending abusive or threatening messages to another member of the school community, including by text, voicemail, phone, email, the school's parent communication app, or social media.
- Posting defamatory, offensive or derogatory comments about the school or Trust, its staff or any member of its community, on social media platforms.
- The use of physical or verbal aggression towards another adult or child. This includes physical punishment against your own child on school premises.
- Approaching another child in a threatening and/or intimidating manner, for example to chastise them. Such an approach to a child may be seen to be an assault on that child and may have legal consequences.
- Smoking, vaping, possessing or taking illegal drugs, or the consumption of alcohol on the school premises.
- Bringing dogs (or any other animal) onto the school premises (other than guide dogs or other support/assistance animals who have been formally trained as such).

This list is not exhaustive and other behaviour causing concern may also be considered.

## 5. Breaching the Code of Conduct

Should any of the above occur, the school may feel it necessary to take action. The school will make reasonable efforts to investigate what happened and will allow the individual(s) an opportunity to present their side of events. If appropriate, the school may contact the appropriate authorities and/or consider barring the individual(s) from entering the school premises including the school grounds.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the individual.
- Invite the individual into school to meet with a senior member of staff or the headteacher.
- Contact the appropriate authorities (in cases of criminal behaviour).
- Seek advice from The Trust regarding further action (in cases of conduct that may be libelous or slanderous).
- Bar the individual from the school site.

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of this code of conduct rests with the Headteacher.

The Headteacher will consult the Chair of Governors and the Trust before barring an individual from the school site.



Thank you for abiding by this Code of Conduct. Together we create a positive and uplifting environment, not only for the children, but also for all who work and visit our schools.

6. **Monitoring**

This Code of Conduct will be reviewed annually.