



**Exec. Headteacher:**  
Mrs J Olivier

**Head of School:**  
Mr M Currie

**Telephone:**  
01622 752161



**E-mail:** [office@sbps.kent.sch.uk](mailto:office@sbps.kent.sch.uk)

**Website:** [www.southboroughprimary.org.uk](http://www.southboroughprimary.org.uk)

**Twitter:** [@sbpsmaidstone](https://twitter.com/sbpsmaidstone)

**A Learning Ladder for Life**

18th September 2020

## **Parent Conduct**

South Borough Primary School is a caring school community. Governors, staff, parents and children work together to create a safe, stimulating, learning environment in which every individual has the opportunity to be the best they can be.

We value our strong relationship with parents and carers. We believe that in order to truly create the best outcomes for children the relationship between home and school **must** be based on the principles of care, integrity, trust and mutual respect. The maintenance of this relationship is important to ensure that our children are safe and not open to undue distress and anxiety.

**There are times however, as with all schools, when issues arise and on these occasions it is important that we respond swiftly, carefully and fairly. The school has excellent procedures to ensure that we do respond effectively.**

While issues can be distressing for parents, children and staff it is important for the child involved that when a problem does occur that **calmness** is maintained. Within school there are procedures and expectations for pupils and staff to ensure that this remains the case. **It is less well known that there are expectations for parents too that must be respected so that issues can be resolved calmly.**

At the bottom of this letter is the extract from the Department for Education that is used to guide schools with respect to possible conflict situations. In applying these guidelines we would expect that both on the phone and in making visits to the school, parents, carers and visitors:

- **Respect the caring ethos and values of the school;**
- **Approach school staff for help to resolve an issue in an appropriate manner;**
- **Avoid making comments about our pupils, other parents or staff that are inappropriate;**
- **Ensure that all members of the school community are treated with respect using appropriate language and behaviour;**
- **Ensure that no individual feels threatened or intimidated in any way, anywhere on the school premises;**
- **Never use offensive language including swearing;**
- **Never use physical or verbal aggression towards another adult or child. This includes physical punishment;**
- **Do not approach someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences);**
- **Never send abusive or threatening e-mails or text/voicemail/phone messages or other written communications to anyone within the school community;**
- **Never make defamatory, offensive or derogatory comments regarding our school or any of the pupils, parents or staff, at the school on any social media sites.**

**[Stagshaw Close, Postley Road, Maidstone, Kent, ME15 6TL](#)**

Trust Principal: Mr J Whitcombe MA

Director of Primary : Mr M Wilson

Swale Academies Trust Registered Office: Ashdown House Johnson Road

Registered in England No: 07344732



In the event that a parent, carer or visitor does not respect these expectations we reserve the right to stop a telephone conversation or ask the person to leave the school site with immediate effect. The school may exercise its right to **ban any individual from the school site on grounds of aggressive or abusive behaviour**. Please note we have CCTV monitoring gates and the grounds at ALL times.

We thank you for your continued support in our drive for high expectations for all.

Yours sincerely,

Mrs J Olivier  
Executive Headteacher

Mr M Currie  
Head of School

## **DEPARTMENT FOR EDUCATION GUIDANCE**

**Although fulfilling a public function, schools are private places. The public has no automatic right of entry. Parents of enrolled pupils have an 'implied licence' to come onto the school premises at certain stated times. However, in cases of abuse or threats to staff, pupils or other parents, schools may ban parents from entering the school.**

**A school may consider that aggressive, abusive or insulting behaviour, or language from a parent presents a risk to staff or pupils. It is enough for a member of staff or a pupil to feel threatened. In such a circumstance, schools have a power in common law to bar the parent from the premises.**

**It is also an offence under section 547 of the Education Act 1997 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist the school in removing a parent but local authorities and governing bodies may also authorise a person to remove a person if they have reasonable cause to believe that the person is causing a nuisance or a disturbance.**