

Beeston Primary School

Parent Conduct and Access Policy

<i>Date agreed by Governing Board</i>	<i>January 2026</i>
<i>Review date</i>	<i>January 2029</i>
<i>Person(s) responsible for this policy</i>	<i>Nicholas Edensor</i>

1. Policy Statement

This policy sets out the school's expectations for parent and carer conduct and explains the procedures that may be followed where behaviour towards staff, pupils or visitors is unacceptable, aggressive or intimidating.

The school values positive relationships with parents and carers and is committed to working in partnership to support pupils. However, the school has a duty of care to ensure the safety, wellbeing and dignity of staff, pupils and visitors and will take appropriate action where this is compromised.

2. Aims

This policy aims to:

- Promote respectful, professional and constructive communication
- Protect staff, pupils and visitors from abusive or intimidating behaviour
- Set clear boundaries and expectations for conduct
- Provide a consistent and transparent approach to managing concerns
- Ensure the school meets its legal and safeguarding obligations

3. Scope

This policy applies to all parents, carers and visitors when:

- On school premises
- Attending school-related events
- Communicating with the school by phone, email, letter or online platforms
- Representing the school community in any capacity

4. Expected Conduct

Parents and carers are expected to:

- Treat all staff, pupils and visitors with courtesy and respect
- Communicate calmly and professionally
- Follow agreed communication channels and procedures
- Allow reasonable time for responses to queries or concerns
- Respect staff time, roles and professional boundaries

5. Unacceptable Conduct

The following behaviours are not acceptable and will not be tolerated:

- Shouting, aggressive or intimidating behaviour

- Threatening language or actions
- Verbal abuse, insults or personal attacks
- Harassment, including excessive or repeated contact
- Disruptive behaviour on school premises
- Refusal to follow reasonable instructions from staff
- Behaviour that causes distress, fear or concern for safety

This applies to all forms of communication, including face-to-face, telephone, email and social media.

6. Recording and Filming

6.1 Rationale

To protect the safety, privacy and wellbeing of pupils, staff and visitors, the school operates a strict no-recording policy on all school premises.

Parents, carers, visitors and members of the public must not record, photograph, film or livestream (including audio recordings) on school grounds at any time, using any device. This includes, but is not limited to, mobile phones, smart watches, tablets, cameras and audio recording devices.

This policy is in place for the following reasons:

- **Safeguarding:** Recording on school premises may capture images, voices or personal information of children, including vulnerable pupils, without consent. This presents a safeguarding risk and may compromise pupils' safety.
- **Privacy and data protection:** Images, video or audio recordings of children and staff constitute personal data. Unauthorised recording and sharing may breach the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.
- **Staff protection:** Recording staff without consent can be intrusive and intimidating and may undermine the safe and respectful working environment the school is legally required to provide.
- **Misuse and misrepresentation:** Recordings taken out of context may be edited, shared publicly or used inappropriately on social media, causing distress to pupils, families and staff.

6.2 Signage and Awareness

Clear signage is displayed around the school site stating that recording and filming are not permitted on school premises. Entry onto the school site is taken as acceptance of this rule.

6.3 Limited Exceptions: School Performances and Celebratory Events

The school recognises that parents and carers may wish to record special moments involving their own child. Limited permission to film or photograph is therefore granted only at specific school events, such as:

- Christmas productions
- End-of-year performances
- Graduation or leavers' ceremonies

This permission applies only during the event itself and only within clearly communicated boundaries.

When filming or photographing at these events, parents and carers must adhere to the following conditions:

- Recording must be for personal use only.
- Images or recordings should focus on their own child as far as reasonably possible.

- Recordings must not be shared publicly, including on social media, messaging platforms or websites, where other children or staff are visible.
- Recording devices must not obstruct others' views or interfere with the safe running of the event.
- Staff instructions regarding filming must be followed at all times.

The school reserves the right to restrict or withdraw permission to record at any time if safeguarding concerns arise.

6.4 No Implied Permission Outside These Events

Permission to record at Christmas productions or graduation events does not extend to any other time on school premises. Filming or recording at drop-off, pick-up, meetings, playgrounds, classrooms, corridors or during disagreements or disputes remains strictly prohibited.

7. Managing Concerns and Escalation

Where conduct falls below expected standards, the school may take one or more of the following actions:

1. Verbal reminder of expectations
2. Written warning outlining concerns and required improvements
3. Implementation of agreed communication arrangements, such as:
 - Email-only contact
 - Communication via a named member of staff
 - Set response times
4. Restriction of access to the school site
5. Temporary or permanent ban from school premises
6. Involvement of external agencies, including the police, where necessary

The school reserves the right to move directly to access restrictions where behaviour is serious or presents an immediate risk.

8. Restriction of Access to School Premises

The Headteacher, or a delegated senior leader, has the authority to restrict a parent or carer's access to the school site where this is necessary to protect staff or pupils.

Restrictions may include:

- Prohibited from entering school grounds
- Attendance at meetings by appointment only
- Meetings held virtually or off-site
- Supervised access where appropriate

Such restrictions do not remove parental responsibility and do not prevent parents from receiving information about their child or engaging in their education through agreed channels.

9. Communication During Restrictions

Where access or communication is restricted:

- Communication will normally take place via email only
- Correspondence will be acknowledged

- Responses will be provided within a reasonable timeframe
- Repeated or excessive correspondence on the same issue will not be responded to

10. Breach of This Policy

Any breach of this policy or imposed restrictions may result in:

- Immediate removal from the school site
- Further restrictions being applied
- Police involvement
- Legal action where appropriate

11. Legal Framework

This policy supports the school's duties under:

- Health and Safety at Work Act 1974
- Education Act 2002
- Common law duty of care
- Safeguarding and staff wellbeing obligations

It aligns with guidance from the Department of Education and local authority expectations.

12. Equality and Fairness

This policy will be applied fairly and proportionately. Reasonable adjustments will be considered where appropriate, including for parents with protected characteristics, provided behaviour remains respectful and safe.

13. Monitoring and Review

Approved and monitored by the Resources Committee of the Governing Board.