



# Parent and Visitor Code of Conduct Policy

## Document Control

This policy has been approved for operation within Dar Ul Madinah Primary School.

Date of last review: January 2026

Date of next review: January 2027

Review period: Annually

Policy Status: Statutory

Owner: Directors

## **Policy Statement**

At Dar ul Madinah, we believe that a strong partnership between home and school is essential to achieving the best outcomes for our pupils. We are committed to fostering positive relationships based on mutual respect, trust, courtesy and cooperation.

We expect all parents, carers, family members, visitors and other individuals connected to the school to conduct themselves in a manner that supports our Islamic ethos, promotes the wellbeing of our community and enables staff to carry out their duties without fear of intimidation, harassment or abuse.

This policy applies to all interactions with the school, whether in person, by telephone, email, social media, written correspondence or through any other means of communication.

## **Our Expectations**

Parents and visitors are expected to:

- Treat all staff, pupils, parents and visitors with courtesy and respect.
- Communicate concerns in a calm, constructive and respectful manner.
- Follow the school's complaints procedure where concerns cannot be resolved informally.
- Respect the professional judgement of staff members.
- Support the school's policies and procedures.
- Act as positive role models for children.
- Respect the privacy and dignity of pupils, staff and families.
- Comply with all safeguarding and site security procedures.

## **Unacceptable Conduct**

The school will not tolerate any behaviour that undermines the safety, wellbeing or professional integrity of members of the school community.

Examples of unacceptable conduct include, but are not limited to:

### **Aggressive or Abusive Behaviour**

- Shouting at, swearing at or verbally abusing staff, pupils, parents or visitors.
- Threatening behaviour, intimidation or harassment.
- Using offensive, discriminatory or insulting language.

- Aggressive gestures, posturing or invasion of personal space.
- Refusing to leave the premises when requested by a member of the leadership team.

### **Physical Aggression**

- Any act of violence or attempted violence.
- Physical intimidation or threatening conduct.
- Damage to school property or the property of others.

### **Harassment and Vexatious Behaviour**

- Repeated unreasonable demands on staff time.
- Excessive, persistent or abusive communications.
- Making knowingly false allegations against staff, pupils or the school.
- Encouraging others to engage in harassment or intimidation.

### **Misuse of Social Media**

- Publishing derogatory, offensive or defamatory comments about the school, its staff, pupils or families.
- Sharing confidential information relating to the school community.
- Posting content likely to damage the reputation of the school or individuals connected to it.

### **Disruption to School Operations**

- Creating disturbances on school premises.
- Confronting staff during lessons, duties or school events.
- Entering restricted areas without permission.
- Behaving in a manner that causes distress to pupils or disrupts the learning environment.

### **Safeguarding and Staff Welfare**

The school has a legal and moral duty to safeguard pupils and protect staff from abuse, harassment and intimidation.

Any behaviour that causes staff or pupils to feel unsafe will be treated as a serious matter and may result in immediate action.

The school reserves the right to involve the police where behaviour amounts to a criminal offence or where there are concerns regarding safety.

## **Actions the School May Take**

Where a parent or visitor breaches this policy, the school may take one or more of the following actions:

- Issue a verbal warning.
- Issue a formal written warning.
- Restrict communication to written correspondence only.
- Require meetings to be attended by a senior member of staff.
- Ban an individual from entering school premises.
- Require future visits to be by appointment only.
- Report incidents to the police or relevant authorities.
- Terminate the parent-school relationship where a serious or persistent breach has occurred.
- Withdraw a pupil's place at the school where parental conduct has resulted in an irretrievable breakdown in trust and confidence between home and school, or where the safety and wellbeing of the school community is compromised.

## **Complaints and Concerns**

The school recognises the right of parents to raise concerns and complaints. We encourage concerns to be raised promptly through the appropriate channels so that issues can be resolved fairly and professionally.

Parents should not seek to resolve concerns through confrontation, intimidation or public criticism of staff.

## **Our Ethos**

As an Islamic school, we seek to embody the values of respect, patience, kindness, honesty and good character.

All members of our community are expected to uphold these values in their interactions with one another.