




# LIGHTHOUSE SCHOOLS PARTNERSHIP

## PARENT/CARER CODE OF CONDUCT

### Non-Statutory

Policy approved by Trust Executive Team	
Signed: 	Date: 11 May 2026
Name: Gary Lewis	Role: Chief Executive

#### Document History

Version	Author/Owner	Drafted	Comments
1.0	Eleanor Capel-Davies	March 2026	Policy drafted following guidance from Browne Jacobson. Visitor code of conduct policy superseded by this policy.

Review cycle	Every three years
Review date	September 2029

**This policy applies to all schools within the Lighthouse Schools Partnership.**

*This policy remains valid, and in operation, until a new or updated policy is published.*

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## Aims of this policy

At Lighthouse Schools Partnership (LSP or ‘the Trust’), we believe that children and young people flourish in their education when schools and families work together with mutual respect, open communication, and a shared commitment to nurturing every child’s potential. We will work in partnership with parents and other stakeholders to achieve this aim. The Trust also has a duty of care to both staff and pupils to ensure their safety and wellbeing.

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 pupils (through school Behaviour Policies).

The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. LSP will not tolerate parent behaviour that is unacceptable and has a detrimental effect on the good order and safety of any of its staff, pupils, volunteers or other stakeholders. This policy outlines the behaviours that are unacceptable and what measures are available to deal with such behaviour.

In this policy, ‘parent’ means a parent, carer, or anyone with legal responsibility for a child. The principles in this policy also apply to any other family members of pupils or other visitors on our sites.

If a parent is acting in a voluntary capacity, for example as a governor or as part of a PTA, they are still subject to the scope of this policy as a parent.

This policy should be read in conjunction with the following policies:

- LSP Home-School Partnership

- LSP Complaints Policy
- Persistent and/or vexatious communications or complaints policy
- LSP Guidance on AI Useage (for parents/carers)

## **The Scope and Application of this Policy**

This policy covers unacceptable behaviour which is committed by a parent:

- in any Trust or Academy buildings or on a Trust or Academy site
- by telephone to the Trust or an Academy
- by email to the Trust or an Academy
- on social media (including WhatsApp) and any other public electronic media platforms (e.g. websites) referring to the Trust or an Academy or a member of staff of the Trust or Academy
- in any other setting which, in the reasonable opinion of the CEO or Chair of Trustees (or any person authorised by them), should be regulated by this policy.

## **Unacceptable conduct**

This is not an exhaustive list but seeks to provide illustrations of such conduct. It will ultimately be for the Trust to determine whether conduct is deemed to be unacceptable.

Unacceptable conduct includes:

- Verbal or written threats of violence or harm (including on social media)
- Swearing or the use of other abusive, offensive or threatening language
- Shouting at members of the school staff, either in person or over the telephone
- Intimidation, coercion or humiliation either written, verbal or physical
- Aggressive or disruptive behaviour including rude gestures and spitting
- Harassment, bullying or causing distress
- Physical violence, including damage to property or injury to individuals
- Discriminatory conduct or use of discriminatory language (sexist, racist etc)
- Frequent, unwarranted and/or unnecessary correspondence which is hindering the proper running of the Trust or its Academies
- Making deliberately false, malicious or vexatious accusations
- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Approaching someone else's child in order to discuss or warn them because of actions of towards their own child.
- Damage to personal property

- Consumption of alcohol (unless alcohol has been allowed at a specific event) or use of illegal drugs on the Trust or an Academy's premises, or accessing the Trust or an Academy's premises whilst intoxicated
- Any behaviour that violates the law or school policies
- Incitement of others to do any of the above

Any form of communication that threatens the safety or well-being of staff or pupils will be taken seriously and addressed immediately, with the goal of protecting the safety and well-being of all members of our Trust communities.

### **Communicating with our schools**

We aim to build respectful working relationships with our parents/carers. Parents should support this by:

- Addressing concerns directly with staff via agreed channels (e.g., school office, scheduled meetings)
- Using calm, constructive language in all interactions
- Starting with the assumption that we are all trying to do our very best
- Celebrating staff efforts through positive feedback

More details can be found in our Home-School Agreement.

Our Persistent and/or Vexatious Communications Policy outlines some of the reasons why parental communication may be limited by LSP.

Parents/carers who choose to use AI tools (for example Chat GPT, Gemini, Claude, or other large language models) should read our document on 'Guidance for parents/carers on using AI' to ensure these tools are improving and making communication more effective.

### **Inappropriate use of social media**

The Trust encourages parents to approach staff with concerns and to make use of the Trust's Complaints Procedure to escalate matters where necessary. We urge parents to refrain from expressing concerns about the Trusts, its schools or its staff on social media sites - please note that WhatsApp groups are considered by LSP as social media. Expressing concerns on social media may damage the reputation of the Trust and/or its school and the integrity of its staff may be unnecessarily called into question. Negative comments posted on social media can cause upset and is often counter-productive to the overall aim of educating pupils. Furthermore, comments made about individual members of staff may be considered defamatory or amount to cyber-bullying.

It is a criminal offence to publish information which would likely lead to the identification of a teacher who is subject to an allegation of misconduct until such time as they are charged with an offence or the Secretary of State for Education publishes information about the teacher in connection with a disciplinary case (Education Act 2011). All members of the community need to be aware of the importance of not publishing named allegations against teachers online as this can lead to prosecution and a fine.

Should the Trust become aware that a parent is using social media to target the Trust, any Academy or its staff, it may (or it may authorise an Academy to):

- report the post(s) to the relevant social networking site
- contact the parent or social media page owner to require the post to be edited or removed
- issue the parent with a restricted communication plan (see below)
- where appropriate, inform the police or other relevant agencies

### **Covert recordings**

Unless explicitly agreed in writing, the Trust does not consent to parents making audio or video recordings of any member of staff, trustee/local governor or school volunteer, including during in-person meetings, remote/virtual meetings or telephone conversations. Making covert recordings without the consent of members of staff is regarded as a breach of the relationship of mutual trust and confidence between the parent and the school.

If a parent is found to be recording a discussion, all members of staff have the right to terminate the meeting or telephone call on discovery.

A parent that records a member of staff, trustee/local governor or school volunteer, without consent may be issued with a restricted communication plan (see below).

If a parent is found to have recorded any audio or video footage on the school site without consent of any individual, this may result in the parent being immediately banned from an Academy's premises (see below) and the involvement of external agencies.

### **Breaching this policy**

If a LSP school or Central Team suspects, or becomes aware, that a parent/carer or visitor has breached this code of conduct, we may gather information from those involved and speak to the parent/carer or visitor about the incident.

Depending on the nature of the incident, the school may then take one or more of the following steps (not necessarily in the order below):

- Invite the parent/carer or visitor to meet with a senior member of staff or the headteacher
- Issue a verbal warning of breach of this policy
- Issue a written warning of a breach of this policy
- Issue a restricted communication plan. This will restrict the manner in which the parent can communicate with the Trust and/or an Academy. This may include:
  - Requiring contact in a particular form (e.g. in writing only)
  - Limiting contact to one member of staff or a specific email address
  - Restricting telephone calls to specified days and times
  - Restricting communication to in writing only
  - Requiring contact in a particular form (e.g. in writing only)
- Ban the parent from the school site (see below)
- Contact the appropriate authorities
- Seek further legal advice and support

### **Bans from LSP premises (school sites)**

Schools can ban someone from school premises if they feel that that person's aggressive, abusive or threatening behaviour or language is a risk to staff or pupils. It's enough for a member of staff or a pupil to feel threatened.

In imposing a ban, the following steps will usually be taken:

- The parent/carer or visitor will be informed, in writing from the Headteacher, that any further unacceptable behaviour (examples to be given) may lead to a ban from school premises for a set period.
- If the negative behaviour continues, the parent/carer or visitor will be informed, in writing, that she/he has been banned from school premises for a set period. Letters should usually be signed by the Headteacher, though in some cases someone from the Senior Leadership Team at Lighthouse Schools Partnership may wish to write instead.
- In serious cases, the Headteacher or Trust may not issue a warning letter in advance of issuing the ban.
- The individual can appeal the decision by emailing [enquiries@lsp.org.uk](mailto:enquiries@lsp.org.uk) within five working days of receiving the ban letter, setting out full reasons why the ban is disagreed with.
- If the individual writes to appeal the ban decision, the decision will be reviewed by a member of the Central Senior Leadership Team who may recommend the Headteacher withdraw the ban or may recommend for it to continue for the remainder of the set period.

## Further information

- The Headteacher's decision should be reviewed towards the end of the set period.
- Where an assault or other serious incident has led to a ban, a statement indicating that the matter has been reported to the police will be included.
- Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

If a school has reasonable grounds to suspect that someone has committed a criminal offence, then they can be removed from the school by a police officer or a person authorised by the appropriate authority such as the:

- Headteacher
- Another Senior Member of staff

All situations which lead to a ban from the school site will be reported by the LSP Central Team via [enquiries@lsp.org.uk](mailto:enquiries@lsp.org.uk).

## Review and Comments

This policy will be reviewed regularly, and remains in place until a new policy is updated or published.

Any questions in relation to its contents or application should be emailed to the LSP Central Team via [enquiries@lsp.org.uk](mailto:enquiries@lsp.org.uk)

## Appendix A: Template Letters

### Template Letter - Written Warning

Date

Private and Confidential

Dear [name]

#### Final Written Warning - Unacceptable Behaviour on School Premises

I am writing in relation to an incident that occurred on [insert date], during which your behaviour towards [member(s) of staff / another parent / pupil] was deemed to be aggressive and intimidating.

Specifically, it was reported that [brief, factual summary of what occurred - e.g., "you raised your voice in an aggressive manner, used inappropriate language, and refused to follow instructions given by school staff"]. This behaviour caused significant distress and disruption to our school environment and is entirely unacceptable.

At [School Name], we are committed to ensuring a safe, respectful, and supportive environment for all pupils, staff, and visitors. Any form of abusive, threatening, or aggressive behaviour will not be tolerated.

Please be advised that this letter constitutes a **final written warning**. Should there be any further incidents of this nature, we will have no option but to **implement a formal ban from the school premises**, in line with our legal rights and safeguarding responsibilities.

We sincerely hope this will not be necessary and that you will work with us to maintain a positive and respectful relationship moving forward. Should you wish to discuss this matter further, please contact the school office to arrange a meeting.

Yours sincerely,

[Headteacher's Full Name]

Headteacher

[School Name]

## Template Letter - Ban from the school site

Date

**Private and Confidential**

Dear [Parent/Visitor Name],

### Notification of ban from School Premises

I am writing to inform you that, following the serious incident which occurred on [insert date], your behaviour on school premises has been deemed unacceptable and in breach of our expectations of behaviour of visitors to our school site.

During this incident, it was reported that you [brief factual description - e.g., "used threatening language and acted in an aggressive and intimidating manner towards staff members"]. This behaviour caused considerable distress and disrupted the safe and supportive environment that we are committed to maintaining at [School Name].

[This situation occurred, despite a final written warning letter sent to you on [date] informing you that any further incidents of aggression or intimidation would result in you bring banned from the school site.]

As a result, and in accordance with the school's duty to protect pupils, staff, and visitors from harm and disruption, I am now formally banning you from entering the school premises with immediate effect. This ban includes all school buildings, grounds, and car parks, and applies to all times, including during drop-off and pick-up.

You may continue to communicate with the school via telephone, email, or in writing. If necessary, alternative arrangements can be made for matters involving your child, such as attending parents' meetings or collecting your child in emergencies – these must be agreed in advance with the school.

This ban will remain in place until [insert review date, e.g., "a review is conducted after [X] weeks/months"], and we will write to you again at that time to inform you of any change to this decision. Should you wish to make representations about this ban, you may do so to the Trust's Central Team in writing by emailing [enquiries@lsp.org.uk](mailto:enquiries@lsp.org.uk).

Please be aware that failure to comply with this ban may result in further action being taken, including referral to the police.

We regret that this action has become necessary, but the safety and wellbeing of our pupils and staff must always remain our top priority.

Yours sincerely,

[Headteacher's Full Name]

Headteacher

[School Name]