Epping Forest Schools Partnership Trust
Registered office: The Alderton Infant School ,Alderton Hall Lane, Loughton , Essex. IG10 3HE
Company No. 11240455

Lambourne Primary School - Parents and Carers Code of Conduct.

This policy was ratified by the LGC on:	14th October 2026
This policy will be reviewed by the LGC on a yearly basis. Next review date:	September 2027

Statement of Intent

At Lambourne Primary School, we strive to build a strong relationship with our families to help create a stimulating learning environment that continues from school to home, providing all pupils with the opportunity to achieve to the best of their ability.

In order to maintain a welcoming and safe environment, the school expects all of our families to act accordingly.

All staff members have the right to work without fear of violence or abuse; therefore, physical attacks, threatening behaviour, and abusive or insulting language towards staff members, governors, visitors, pupils or other parents may result in individuals being removed from the premises.

This document outlines the manner in which families are expected to act both on and off school site, as well as detailing the type of behaviour that will not be tolerated.

Legal framework

This document has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

- Education Act 2011
- Education Act 1996
- Children Act 2004
- DfE (2025) 'Keeping children safe in education, September 2025'
- DfE (2018) 'Controlling access to school premises'

This document operates in conjunction with the following school policies:

- Complaints Policy
- Child Protection and Safeguarding Policy

Expectations

Our school expects parents to:

- Support and reflect the school's ethos and values through their behaviour.
- Set a good example to pupils through their behaviour and the way they interact with staff, pupils and other adults.
- Work together with staff members for the benefit of their child and to strive to peacefully resolve any issues of concern. This includes any issues between their child and a peer; or between themselves (the parent) and another member of the school community, where those issues are having a detrimental effect on any pupil or staff member at Lambourne Primary School.
- Treat all governors, staff members, pupils, other parents and any members of the school community with dignity and respect.
- Have due regard for the mental health and wellbeing of school staff in all communications. This means respecting any boundaries that have been requested around the timing, frequency and appropriateness of email messages.
- Correct their child's behaviour appropriately, particularly on the school grounds where it could otherwise lead to conflict or aggressive or unsafe behaviour.
- Respect the school's property and environment by keeping it clean and tidy. Parents collecting and dropping off should adhere to any instructions

Communications

All emails should be directed to the School Office, office@lambourne.efspt.org where they will be redirected to the correct recipients - emails sent directly to staff are not permitted. This process ensures that your emails are seen and acted upon in a timely manner irrespective of staff absence.

All staff will endeavour to respond in an appropriate time frame, however our staff are incredibly busy and patience is often needed, particularly if the query is non urgent.

Whilst class whatsapp groups are a productive way to remain connected and inform each other of events, we would urge parents and carers to be very mindful of the content that is put into these groups. The information shared on parent whatsapp groups should reflect the school's values of caring and belonging and be respectful of everyone involved, including our staff, parents and children.

Although the content of these groups is not managed by the school, we would encourage all members to only share elements that are for information purposes and not personal about any member of our school community.

Travelling to and from school

Like many schools, LambournePrimary School is situated on a main road and we recognise that there are parking restrictions on the road opposite the school. School pick-up and drop-off times remain busy periods when the road can become congested.

We have a good relationship with the residents within the immediate locality. Please do not block resident's drives, even for short periods. Vehicles should be driven in a calm manner which causes least disturbance to residents.

Engines should be turned off when a vehicle is stationary and not in traffic as vehicle exhaust emissions contribute significantly to air pollution and are particularly harmful to children. All pupils should wear a seatbelt at all times while they are dropped off and picked up.

Inappropriate behaviour

The school takes instances of inappropriate behaviour very seriously and will not tolerate any circumstances that may make pupils, staff members and other members of the school community feel threatened.

Behaviour that the school does not tolerate includes, but is not limited to, the following:

- Using abusive, aggressive or offensive language, or hand gestures
- Raising voices inappropriately at another individual in order to make them feel threatened
- Bullying, threatening, harassment or intimidation of any member of school staff, either face-to-face or online eg by message, email or on social media
- Causing intentional damage to school property

- Using physical violence on the school premises or on a member of the school community, e.g. hitting, slapping, punching, kicking and pushing; or physical intimidation
- Writing or posting abusive, offensive or defamatory comments about a member of school staff, or the school, including on social media or group messaging i.e WhatsApp.
- Smoking or vaping on the school premises
- Taking photographs or videos on the school premises without permission from the school

Managing inappropriate behaviour

If a parent is behaving inappropriately, a report will be made to the Head Teacher or the most senior member of staff available in their absence, who will decide on the most appropriate course of action.

Instances of parents displaying inappropriate behaviour will be managed in a variety of ways, depending on the severity of the situation.

When a parent has behaved inappropriately, they will be invited to a meeting by the Head Teacher to discuss their behaviour and to attempt to resolve the issue. Where this initial meeting is not sufficient to resolve the issue, the Head Teacher, in collaboration with other staff and relevant agencies, will consider what further action may be required. This action, depending on the situation, could include the following:

- Barring the parent from the school premises
- Seeking legal advice or support from the Trust
- Restricting the parent's channels of communication to the school, e.g. no longer allowing the parent to send emails to a staff member directly
- Referring the case to children's social care, where the behaviour indicates that the parent poses a risk to children

The school reserves the right to escort anyone off the premises who is displaying aggressive or disruptive behaviour. The Police may be contacted to provide advice on managing an incident or to assist in the removal of an individual from the premises, where necessary.

If a parent has been previously barred from the premises, or has exceeded their implied access to the premises and is causing a disturbance, the Police will be contacted to remove the individual from the premises.

Barring from the school premises

The school has the right to bar a parent (or any other individual) from the premises to keep the school community safe. If a parent is displaying inappropriate or concerning behaviour, they will be asked to leave the school premises. Behaviour that could result in a parent being asked to leave the premises includes aggressive, abusive or insulting behaviour or language that is a risk to staff or pupils, or behaviour that is making staff or pupils feel threatened.

If a parent persistently or consistently behaves inappropriately on the school site, or there is a one-off incident of extremely inappropriate behaviour, the school reserves the right to bar this individual from the school site.

The school will either:

- Bar the parent temporarily, until the parent has had the opportunity to formally present their side.
- Inform the parent that they intend to bar them and invite them to present their side.

The Head Teacher will send a letter to the parent, informing them of the following information:

- Why they have been temporarily barred or face a bar
- The nature of the bar, i.e. if they are temporarily barred pending their representation or if they must present their side before the decision to bar can be made
- That they have the right to formally express their views on the decision to bar in writing to the Chair of Governors within 10 working days. The Head Teacher's decision to bar the parent will be reviewed by the Chair of Governors.

The Chair of Governors will take account of any representations made by the parent and decide whether to confirm or lift the bar. The parent will be notified in writing of the decision to uphold or lift the bar.

If the decision is confirmed, the parent will be notified in writing, explaining:

- How long the bar will be in place.
- When the decision will be reviewed.

Decisions to bar will be reviewed at the end of the agreed timescale, in line with the process outlined above. Following a review, the bar may be lifted or, if there are grounds for continued concern regarding the parent's conduct, it may be extended.

Once the appeal process has been completed, parents that remain barred may be able to apply to the Civil Courts. If a parent wishes to exercise this option, they will be advised to seek independent legal advice.