



SOUTH WILTS GRAMMAR SCHOOL

SCHOOL AIMS

South Wilts Grammar School is a progressive grammar school, which aims to maintain high academic standards and cultural achievement within a caring environment. We seek to encourage responsibility and personal fulfilment so that students attain their maximum potential. The school is dynamic and works with the community to prepare its students for life-long learning and adult independence.

South Wilts Grammar School aims to value and respect all students equally and to provide equality of opportunity wherever possible.

South Wilts Grammar School is committed to safeguarding and promoting the welfare of children. The school fulfils its responsibilities as laid out in the following key documents: Working Together to Safeguard Children, Keeping Children Safe in Education and the procedures of the Safeguarding Vulnerable People Partnership.

PARENT AND VISITOR CODE OF CONDUCT

INTRODUCTION

At South Wilts Grammar School, we value the positive relationships we have with parents, carers, and visitors. We recognise that students achieve their best when families and school staff work together in a spirit of mutual respect, trust, and open communication.

We welcome parental involvement in school life and are committed to listening to concerns, celebrating successes, and working collaboratively to support every student. This Code of Conduct helps ensure that all interactions within our school community are respectful, constructive, and focused on the welfare, education, and well-being of our students.

PURPOSE AND SCOPE

The purpose of this Code of Conduct is to set out the expectations for all parents, carers and visitors when engaging with the school and its community. By working together in a spirit of mutual respect and understanding, we can ensure that South Wilts Grammar School remains a safe, supportive and successful environment in which all students can flourish.

SAFEGUARDING AND SITE SECURITY

All parents, carers and visitors share a responsibility for helping to maintain a safe, secure and positive environment for students. Safeguarding is everyone's responsibility, and all adults on site are expected to support the school's safeguarding procedures and contribute to a culture of vigilance.

Visitors are expected to:

- Sign in and out using the school's visitor procedures.
- Wear visitor identification when required.
- Refrain from using mobile phones when in student areas unless authorised or required in an emergency.
- Follow any safeguarding instructions issued by staff.
- Visitors may be asked to provide identification and comply with safeguarding checks where appropriate.
- Respect confidentiality regarding students and families.
- Remain in authorised areas unless accompanied by a member of staff.
- Report any safeguarding concerns immediately to a member of staff, the Designated Safeguarding Lead (DSL), or a deputy DSL.

Parents and visitors should not approach, question, photograph or film students other than their own child regarding school matters. Any concerns relating to students should be raised directly with school staff.

COMMUNICATION AND PARTNERSHIP

We ask parents and carers to communicate with staff in a courteous and professional manner, recognising that staff may be teaching or undertaking other duties during the school day.

Staff are entitled to carry out their work in an environment free from intimidation, harassment and unreasonable demands. Repeated communications on the same issue, excessive correspondence, or expectations of immediate responses may be managed in accordance with the school's Complaints Policy and, where applicable, procedures relating to unreasonable behaviour.

The school aims to acknowledge receipt of routine communications within two working days and will respond as soon as practicable. Response times may vary depending on staff availability, school holidays and the complexity of the matter.

GUIDANCE

We expect parents/carers and visitors to:

- Respect the values, ethos and expectations of the school.
- Recognise that educating young people is a shared responsibility and that positive outcomes are achieved when families and school staff work together.
- Respect and cooperate with the school's policies, procedures and decisions.
- Raise concerns in a proportionate, respectful and measured manner.
- Allow staff sufficient time to investigate and respond to concerns before requesting meetings.
- Treat all members of the school community with courtesy and respect and model appropriate behaviour, particularly in the presence of students.
- Seek to clarify concerns by considering both their child's account and the information provided by the school.
- Raise concerns directly with the school in the first instance, allowing them to be investigated and addressed appropriately before discussing them on public forums or social media.
- Avoid using school staff as a threat or consequence when addressing children's behaviour at home.

CONTACTING THE SCHOOL

Parents and carers with queries or concerns should contact the school office in the first instance. This helps ensure that enquiries are directed to the most appropriate member of staff and addressed as efficiently as possible.

OUR COMMITMENT TO PARENTS, CARERS AND VISITORS

In return, the school commits to:

- Treating all parents, carers and visitors with courtesy, dignity and respect.
- Listening to concerns and responding fairly and professionally.
- Communicating clearly, honestly and in a timely manner.
- Following published policies and procedures.
- Seeking to resolve concerns at the earliest appropriate opportunity.
- Working collaboratively in the best interests of students.

We value the support of our parents, carers and wider community and thank them for helping us maintain a positive, respectful and safe environment for all.

COMPLAINTS

This Code of Conduct does not prevent parents, carers or visitors from raising genuine concerns or making complaints. The school welcomes constructive feedback and is committed to resolving concerns fairly, respectfully and in accordance with its published Complaints Policy.

Raising concerns promptly and through the appropriate channels helps ensure that issues can be investigated fairly, addressed effectively and resolved at the earliest opportunity.

UNACCEPTABLE BEHAVIOUR

We are committed to maintaining a secure, safe and calm school environment and supporting the wellbeing of all members of our school community.

The following behaviour is unacceptable and will not be tolerated:

- Disruptive behaviour which interferes with, or threatens to interfere with, the normal operation of the school, including activities taking place on school premises and at school events such as sporting fixtures, performances and educational visits.
- Violence or threats of violence towards any member of the school community.
- Shouting or speaking in an aggressive or threatening tone
- Swearing or offensive language
- Sending abusive communications to another member of the school community, including via text, email, or social media
- Posting, sharing or encouraging defamatory, offensive, derogatory, misleading or unfounded comments, whether online or in person, about the school or any member of its community, including comments relating to the professional competence, motivation or conduct of staff.
- Refusing to comply with reasonable requests from school staff during school events, meetings or visits
- Spitting
- Language, behaviour or actions which discriminate against, harass or offend others, or which undermine the school's commitment to equality, diversity and inclusion.
- Behaviour which intimidates, harasses or bullies staff, volunteers or visitors, including physical intimidation such as invading personal space, blocking exits or unwanted physical contact.
- Threats of non-violent action designed to intimidate staff or volunteers.
- Damaging of school property
- Smoking, vaping or consuming drugs or alcohol whilst on school property (alcohol may be consumed only during authorised events)
- Bringing animals onto school premises (other than assistance dogs)

- Recording, photographing or filming staff, students, meetings or school activities without permission.
- Publishing or sharing recordings, images, correspondence or information relating to members of the school community without appropriate consent.
- Using digital platforms or artificial intelligence tools to create, alter or distribute content intended to harass, intimidate, undermine or misrepresent members of the school community

Any concerns about the school should be raised through the appropriate channels so that they can be considered fairly, investigated appropriately and resolved as effectively as possible.

BREACHES OF THIS CODE

Where behaviour falls below the standards set out in this Code of Conduct, the school may take appropriate action. Any action taken will be reasonable and proportionate to the circumstances.

Should any of the above behaviour occur it may result in:

- A letter from the school requesting that the behaviour ceases.
- An invitation to attend a meeting to discuss and address the behaviour.
- Restrictions on the school's response to communications (any restrictions will be detailed in a letter to the parent/s or visitor concerned)
- A ban on entering school premises (usually for a limited period in the first instance)
- Information being passed to the police.
- Police being called to remove people from the premises.
- The school taking legal or local authority advice.

Any action taken by the school will be reasonable, proportionate, and based on the seriousness and circumstances of the incident. The school reserves the right to take immediate action where behaviour presents a risk to the safety, welfare, or well-being of students, staff, or visitors.

UNREASONABLE OR PERSISTENT BEHAVIOUR

The school recognises that parents and carers may, at times, feel strongly about an issue affecting their child. However, where communication becomes excessive, unreasonable, aggressive or places a disproportionate demand on school resources, the school may implement reasonable measures to manage communication while continuing to address the substantive concern. These measures will be reviewed periodically and will be proportionate to the circumstances.

Such measures may include:

- Restricting communication to a single point of contact.
- Requiring communication to be made in writing.

- Limiting the frequency of communications.
- Holding meetings only with a second member of staff present.
- Refusing to respond to repeated correspondence raising the same issues that have already been addressed.

South Wilts Grammar School values the strong relationships it has with parents, carers and visitors. By working together respectfully and constructively, we can provide the best possible educational experience and ensure a safe, supportive environment in which all students can thrive.

Reviewed by	Date of Review / approval	Review cycle	Next Review Date	Statutory / Non statutory	Website
Headteacher	Autumn 2026	3 yearly	Autumn 2029	Non-statutory	Yes