



Parent and Visitor Behaviour Policy

Document Owner	Dale Johnson, Principal
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Aims and Purpose of the Policy

Day-to-day access to the Academy site is within the control of the Principal. Parents, carers, and visitors are granted a limited licence to enter the grounds and buildings of the Academy. This licence may be withdrawn if behaviour is deemed unacceptable.

The success of our Academy community is built on a shared commitment to ensuring the best possible outcomes for all children. We recognise the importance of working in partnership with parents and carers, fostering positive relationships based on trust and mutual respect. Whilst the vast majority of parents and carers are supportive and collaborative, concerns will always be listened to and addressed.

At Sunnyside Primary Academy we are committed to:

- Listening carefully and respectfully to parents, allocating appropriate time for pre-arranged meetings
- Responding appropriately to concerns raised
- Outlining any actions that may be required
- Updating parents and carers on progress and outcomes
- Listening and responding to updates from parents and carers

We expect parents and carers to:

- Communicate concerns respectfully and accurately
- Listen to and consider the Academy's responses
- Work in partnership with the Academy to reach a resolution, including supporting the Academy Behaviour Policy
- Allow time for the Academy to respond to concerns (normally 3–5 working days)
- Acknowledge past support and intervention offered by the Academy

Equality Impact Assessment

This policy has been impact assessed against protected characteristics (race, gender, and disability) in accordance with the Equality Act 2010. No adverse impact has been identified.

Home Academy Agreement

At the beginning of each academic year, parents and carers are asked to sign the Home Academy Agreement, setting out expectations of conduct for pupils, parents, carers and staff. This agreement must be respected at all times.

Parking Code of Conduct

To safeguard children and ensure safety on the Academy premises:

- Parents, carers and visitors must treat staff on duty with courtesy
- The site speed limit must be observed at all times
- Vehicles must be driven safely and with care
- Parking must be legal, safe, and unobstructive in the local area
- The Academy car park is restricted to staff and Blue Badge holders only. This restriction applies at all times, including breakfast club and after-school club
- Drivers must not stop or drop off children in areas marked with double yellow lines
- Staff have the right to ask drivers to move vehicles if parked unsafely

Persistent breaches may result in referral to the local authority parking enforcement team.

Unacceptable Behaviour

To maintain a safe and peaceful environment, the following behaviours will not be tolerated:

- Disruptive or disorderly behaviour interfering with Academy activities
- Use of loud, offensive or abusive language, including shouting or swearing
- Threatening behaviour, including intimidation or aggressive gestures
- Threats to harm staff, visitors, parents, carers or pupils (whether or not this constitutes a criminal offence)
- Damage to or destruction of Academy property
- Breach of the Parking Code of Conduct
- Sending abusive or threatening communications (emails, phone messages, texts, social media posts)
- Defamation of the Academy or staff on social networking sites
- Physical aggression towards any adult or child, including physical punishment of one's own child on Academy premises
- Approaching or chastising another person's child. Parents must seek staff support for incidents involving children. Independent action may result in safeguarding referrals
- Allegations against staff or the Academy made on social media
- Smoking or vaping (Health Act 2006), alcohol consumption, or use of illegal substances on Academy premises
- Bringing dogs onto Academy premises (except assistance dogs)

Unreasonably Persistent or Unreasonable Complainant Behaviour

The Academy is committed to dealing with all complaints fairly and impartially. However, where complainant behaviour is unreasonable or unreasonably persistent, measures may be applied in line with the Greenwood Academies Trust Complaints Procedure. This may include restricting communications to a single point of contact, requiring written correspondence only, or declining to respond to repeated issues already addressed.

Withdrawal of Access

The Principal has the right to withdraw the limited licence of any parent, carer, or visitor if their behaviour is deemed unacceptable.

Where access is withdrawn:

- The individual will be informed in writing of the reason and the duration of the restriction
- Where appropriate, alternative arrangements will be made for contact with the child's education (e.g. remote meetings)
- Parents/carers have the right to appeal the decision. Appeals should be made in writing to the Greenwood Academies Trust. The decision of the appeal body is final.

Sanctions and Next Steps

Failure to comply with this policy may result in:

- Verbal or written warnings
- Restrictions on communication channels
- Temporary or permanent withdrawal of access to Academy premises
- Referral to external agencies (police, local authority, social care) where behaviour constitutes a safeguarding concern or a criminal offence

- Legal action, where appropriate

Monitoring and Review

This policy will be reviewed annually by the Academy leadership team and the Local Governing Body to ensure compliance with UK legislation and DfE guidance.