



# 59. Parents Code of Conduct Policy

Executive Principal	Head of Education
Karyn Walton	Dr Laura Hillman
December 2025	October 2025
	
Policy Ref:	BIST2025 PCoC-Vr4
Next Review Due:	December 2026

## Contents

Purpose and Scope	3
Expectations	3
Appendix 1: Templates	5

## Purpose and Scope

At The British International School of Tunis (BIST,) we believe it's important to:

- Work in partnership with parents to support their child's learning.
- Create a safe, respectful and inclusive environment for pupils, staff and parents.
- Model appropriate behaviour for our pupils at all times.
- Respect all BIST policies and procedures at all times.

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 our behaviour suite of policies.)

This code of conduct aims to help the school work together with parents by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil.
- Anyone caring for a child (such as grandparents or child-minders.)

## Our Expectations of Parents and Carers.

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school.
- Work together with staff in the best interests of our pupils.
- Treat all members of the school community with respect – setting a good example with speech and behaviour.
- Seek a peaceful solution to all issues.
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct.
- Approach the right member of school staff to help resolve any issues of concern/
- Behaviour that will not be tolerated.
- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches.)
- Swearing, using disrespectful or offensive language
- Displaying a temper, or shouting at members of staff, pupils or other parents.
- Threatening another member of the school community.
- Sending abusive messages to another member of the school community, including via text, email or social media.
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms.
- Use of physical punishment against your child while on school premises.
- Any aggressive behaviour (including verbally or in writing) towards another child or adult.
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention.
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event.
- Possessing or taking drugs.

## **Breaching the Code of Conduct**

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent
- Invite the parent into school to meet with a senior member of staff or the Executive Principal.
- Contact the appropriate authorities (in cases of criminal behaviour.
- Seek advice from the school lawyer, Ferchoui regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site

The school will always respond to an incident in a proportional way, aligned to our Complaints Policy. The final decision for how to respond to breaches of the code of conduct rests with the Executive Principal.

The Executive Principal will consult the Board of Governors before banning a parent from the school site.

## Appendix 1: Templates

Initial warning letter from the Executive Principal

Dear [parent name],

I've received a report about your conduct on [time and date].

[Summary of incident, including location, and the effect on staff, pupils and other parents.]

If the incident is minor, add:

This behaviour is not in keeping with our parent code of conduct. [Please find a copy attached to this letter.]

If the incident is more serious, add:

As written in our parent code of conduct, we do not tolerate this kind of behaviour in our school. [Please find a copy attached to this letter.]

We believe that all staff, pupils and parents are entitled to a safe, respectful and inclusive environment, and that parents are as responsible for creating this environment as school staff.

Continue with:

Further breaches of the code of conduct may result in a ban from the school premises.

I'd like to invite you to a meeting in school to discuss this incident, and how we can work together to prevent similar issues in the future.

Please contact the school office on [phone number] to book an appointment.

Yours sincerely,

Karyn Walton

Executive Principal

Banning a parent from the school site

Dear [parent name],

I am writing to inform you that, after consultation with the Chair of Governors, I am banning you from the school site until [date].

Despite previous correspondence and conversations about your conduct, there have been further breaches of our parent code of conduct.

[Include details of the incidents, including dates, locations and effects on staff/pupils/other parents for every relevant incident.]

If you do not comply with the ban, I will arrange for you to be removed from the grounds, this may lead to further action taken by the school.

If you would like to raise a complaint, you can do so using the school's complaints procedures, which are available on our website.

Yours sincerely,

Karyn Walton

Executive Principal