



Parent/Carer code of conduct

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Next review date	This policy does not have a fixed review date. It is assessed annually to ensure it remains accurate and up to date. In addition, it is reviewed as needed in response to changes in law, guidance or organisational practice.
Applicable to	All Schools

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1. Purpose and scope

At Woolden Hill Primary School, we believe it's important to:

- Work in partnership with parents and carers 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.

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 policy).

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

2. Our expectations of parents and carers

We expect parents, carers, and other visitors to:

- Respect the ethos, vision, and values of our school.
- Understand that both teachers and parents need to work together for the benefit of their children.
- Treat all members of the school community with respect and courtesy, 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, to follow the complaints policy where required.

- Follow school procedures governing entry and behaviour on school grounds, including any restrictions that may be imposed.
- To read and abide by this Code of Conduct for Parent/Carer and Visitor.

3. Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches).
- Swearing, or using 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 or emails to a 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 or in WhatsApp groups.
- The use of physical punishment against your child on school premises will be reported through our normal safeguarding procedures
- Any aggressive behaviour (including verbally or in writing) towards another child or adult.
- Approaching and/or disciplining another person's child – please bring any behaviour incidents to a member of staff's attention.
- Smoking, vaping or being under the influence of alcohol or drugs whilst on school property.
- Damaging or destroying school property.
- Bringing dogs onto the school premises (other than assistance dogs).
- Vexatious or persistent contact with the school.

We recognise that the above list is not exhaustive and the Headteacher and Trust Senior Management reserves the right to include additional behaviours as and when deemed necessary.

4. 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 to complete an investigation and speak to the parent about the incident.

Depending on the nature of the incident, the school response will be one of the following:

- A verbal reminder on what is considered acceptable behaviour by the school.
- A written reminder on what is considered acceptable behaviour by the school.

- Invite the parent into school to meet with a senior member of staff or the headteacher.
- Impose conditions on the parents' access or contact with the school and its employees.
- Ban the parent from the school site for a limited time.
- Ban the parent from the school site permanently.
- Contact the appropriate authorities where there is a case of criminal behaviour.
- Seek advice from the trust's legal team regarding further action (in cases of conduct that may be libellous or slanderous).

The school will always respond to an incident in a reasonable and proportional way. The final decision for how to respond to breaches of the code of conduct rests with the headteacher.

The headteacher will consult with a Senior Leader from the Trusts Central Team before banning a parent from the school site.

Appendix 1: model letters

Initial warning letter from the headteacher

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.

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

If you want to invite the parent in for a meeting, add:

I'd like to invite you in to 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

Headteacher

Model letter banning a parent from the school site

Dear [parent name],

I am writing to inform you that, after consultation with a senior Leader from the Trust, I am banning you from the school site from today 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 and you may be prosecuted under Section 547 of the Education Act 1996.

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

Headteacher