Parent & Carer Code of Conduct

Building respect, resilience and responsibility to encourage confident and questioning children who love learning.

We are committed to providing a safe, respectful and inclusive environment where every child can learn and thrive. We expect all members of our school community to work together respectfully and model the values we seek to develop in our pupils.

Our parents recognise that educating children is a process that involves partnership between parents, class teachers and the school community. As a partnership, our parents/carers will understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our school.

The purpose of this policy is to provide a reminder to all parents, carers and visitors to our school about the expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding.

We have a duty of care to protect the wellbeing, safety and dignity of our staff, pupils and wider school community. Behaviour which undermines this will not be accepted. The school is committed to treating all members of the community fairly and with dignity regardless of age, disability, race, religion or belief, sex, sexual orientation, gender reassignment, pregnancy or maternity.

Guidance

We expect parents, carers and visitors to:

- respect the caring ethos and values of our school
- understand that both teachers and parents need to work together for the benefit of their children
- demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour
- seek to clarify their child's version of events with the school's view to bring about a peaceful solution to any issue
- correct their own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour, or unsafe behaviour.
- approach the school to help resolve any issues of concern
- be responsible for their child's behaviour at any school related events such as discos

To support a peaceful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following:

- intimidating behaviour to any school staff, parents/carers or children
- disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the school grounds including team matches
- using loud/or offensive language, swearing, cursing, using profane language, or displaying temper
- threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent/carer, or student regardless of whether or not the behaviour constitutes a criminal offence
- damaging or destroying school property

- abusive or threatening e-mails or text/voicemail/phone messages or other written communication
- persistent repetitive correspondence after a response has been provided
- unreasonable demands on staff time
- recording meetings without consent
- defamatory, offensive, or derogatory comments regarding the school or any of the students/parent/staff, at the school on Facebook or other social sites. Any concerns you may have about the school must be made through the appropriate channels by speaking to the class teacher, Senior Teacher, Headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned
- the use of physical aggression towards another adult or child
- smoking, taking illegal drugs or the consumption of alcohol on school premises (alcohol may only be consumed during authorised events)
- dogs being brought on to school premises (other than guide dogs)
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Appropriate Sanctions

The school will consider each situation individually and may:

- remind individuals of the code of conduct
- restrict communication to written correspondence
- require meetings to be attended by a second member of staff
- withdraw permission to enter school premises
- seek legal advice or police involvement where appropriate

Staff have the right to end conversations if they feel threatened, intimidated or conversations are abusive.

Staff are not required to respond to messages sent to them of an abusive nature.

Should any of the above occur on school premises or at a school linked event, the parent/carer will be asked to leave the premises voluntarily.

Failing this, the school may feel it is necessary to act by contacting the appropriate authorities and/or sadly, consider restricting access to school premises in accordance with relevant legislation and school procedures.

If parents have any concerns about their child in relation to the school as we have said above, they should:

- initially contact the class teacher by making an appointment
- If concerns remain unresolved, parents should contact the interim deputy head or interim leader if still not satisfied, contact the Headteacher by making an appointment through the office
- if still unresolved, then contact school governors through the complaint's procedure

Issues of conduct with the use of social media

Most people take part in online activities and social media. It's fun, interesting and keeps us connected.

The PTA and school have a Facebook page which allows parents to receive and respond to messages about school events. We encourage you to positively participate.

Within these spaces however we ask that you use common sense when discussing school life online.

'Think before you post' We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents/carers, or children.

We take reports of inappropriate online conduct seriously and will investigate concerns where they affect the wellbeing, safety or reputation of members of our school community. The school will also expect that any parent/carer or student removes such comments immediately. In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly is the issue of cyber bullying and the use by one child or a parent to publicly humiliate another by inappropriate social network entry.

Online activity which we consider inappropriate:

- identifying or posting images/videos of children
- abusive or personal comments about staff, governors, children, or other parent/carers
- bringing the school into disrepute
- posting defamatory or libellous comments
- publishing private correspondence with staff online
- emails circulated or sent directly with abusive or personal comments about staff or children
- using social media to publicly challenge school policies or discuss issues about individual children or members of staff
- threatening behaviour, such as verbally intimidating staff, or using bad language
- breaching school security procedures
  Parents should not record, photograph or livestream staff, pupils or school activities without appropriate permission.
- Content shared in private messaging groups or social media groups can still have a significant impact on individuals and may be considered under this code of conduct where it affects members of the school community.

At our school we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above. Thankfully such incidents are extremely rare.

Where behaviour presents a safeguarding risk to children or adults, the school may involve external agencies, including the police, children's services or other appropriate authorities

We would expect that parents would make all persons responsible for collecting children aware of this policy.

We trust that parents and carers will assist our school with the implementation of this policy, and we thank you for your continuing support of the school.

Reviewed by Suzanne Coxon (Interim Leader)

Kirk Ella St. Andrew’s Community Primary School

Autumn Term 2026

Review Autumn Term 2027