Parent Carer Code of Conduct Policy

VERSION: January 2026

NEXT REVIEW: January 2029

Rationale

At Ashby Hill Top Primary School, we are very fortunate to have a supportive and friendly parent body. Our parents and carers recognise that educating children is a process that involves partnership between parents, class teachers and the school community.

As a partnership, our parents 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.

We believe that staff, visitors and children are entitled to a safe and protective environment. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the school.

The purpose of this policy is to provide a reminder to all parents, carers and visitors to our school about expected conduct.

We expect parents, carers and visitors to:

- Respect the caring ethos 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
- Work with the school to reconcile a child's perception of events with other points of view in order to bring about a peaceful solution to any issues
- Approach the school to help resolve any issues of concern

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

- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences)
- Shouting, either in person or over the telephone
- Speaking in an aggressive/threatening tone
- Physically intimidating, e.g. standing very close
- The use of aggressive hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person
- Swearing

- Pushing/Hitting/Spitting
- Posting inappropriate comments on Social Networking sites
- Racist or sexist comments
- Smoking
- Consumption of alcohol or banned substances

Should **any** of the above behaviour occur on school premises the school may feel it is necessary to contact the appropriate authorities and if necessary, even ban the offending adult from entering the school grounds.

Any parent who is asked to leave the school premises will have the right to appeal the decision by writing to the Chair of Governors.

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

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

This policy links with the following school policies, which are available on request:

- Complaints Policy
- Anti-Bullying Policy
- Policy for dealing with Unreasonable Complaints

This policy will be reviewed every 3 years.

Appendix 1: **SOCIAL MEDIA**

There is evidence that, from time to time, social media websites may be used by parents and carers to fuel campaigns and complaints against schools in general, Headteachers, school staff, and in some cases other parents/pupils. Woolden Hill Primary School considers the use of social media websites being used in this way as wholly unacceptable and not in the best interests of the children or the wider school community.

In the event that any pupil or parent/carer of a child/ren being educated at Woolden Hill School is found to be posting libellous or defamatory comments on any social network site, they will be reported to the appropriate 'report abuse' section of the network site.

All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. The school will also expect that any parent/carer or pupil 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 any member of the school community to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying.

Any concerns a parent / carer may have about any aspect of our school's provision must be made through the appropriate channels. Concerns should first be raised by speaking with the Class Teacher. If concerns remain unresolved they should be shared with the Headteacher. If it is not possible to resolve a concern with the Headteacher the parent / carer should request in writing (giving details of their complaint and actions to date) to meet with the school's Discovery Schools System Leader. In this way all concerns can be dealt with fairly, appropriately and effectively for all involved.