

Parent and Carer Code of Conduct Policy

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Contents

Purpose and Scope 2

Terms 3

Roles and Responsibilities 3

Expectations 4

Behaviour that will not be tolerated 5

Breaches 6

Social Media 7

Inclusion and Safeguarding 7

Conclusion 8

Review Mechanisms 8

Related Policies 8

Legislation and Guidance 8

Purpose and Scope

Ruishton Church of England Primary School is a welcoming, supportive and inclusive school and it is paramount that all members of the school community work and learn together.

We are proud of our good reputation and we depend on the entire school community to help us maintain and improve our children's learning. We are very fortunate to have supportive and friendly parents and carers.

Our parents recognise that educating children is a process that involves partnership between home and school and understand the importance of a good working relationship to equip our children with the necessary skills for their next stage of development.

For these reasons we welcome and encourage parents to participate fully in the life of our school, through avenues such as the Ruishton School PTFA and any associated 'Curriculum Learning Events'.

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 policy aims to help the school work together with parents in unity, by setting guidelines on appropriate behaviour and conduct, so we can **safeguard** our children and work together to continue to **inspire, enjoy** and **achieve** in an atmosphere of mutual understanding. This policy is helps uphold the following area of Children's Rights in addition to our school vision:

Article 19: *Governments must do all they can to ensure that children are protected from all forms of violence, abuse, neglect and bad treatment by their parents or anyone else who looks after them.*

School Vision:

As a **Christian** school, our values and ethos place **children at our hearts**, enabling them to feel safe, nurtured, respected and **included** within our **community**.
We celebrate diversity, develop resilience and **build trust** in one another. Together we **inspire** everyone to **achieve** and have faith for a better tomorrow and a **fulfilling future** ahead.

"For I know the plans I have for you...Plans to give you hope and a future" Jeremiah 29:11

Terms

We use the term 'parents and carers' to refer to:

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

Roles and Responsibilities

Headteacher

- Has overall responsibility for implementing and reviewing the Parent Code of Conduct.

- Ensures expectations are communicated clearly to parents, carers, staff and governors.
- Responds to serious or repeated breaches of the Code of Conduct.
- Ensures concerns and incidents are managed fairly, proportionately and consistently.
- Works with the Trust, governors or external agencies where appropriate.

School Staff

- Model respectful, professional and courteous communication at all times.
- Follow school procedures when responding to concerns, complaints or inappropriate behaviour.
- Report serious or repeated breaches of the Code of Conduct to the Headteacher or appropriate senior leader.
- Maintain appropriate professional boundaries when communicating with parents and carers.

Parents and Carers

- Treat pupils, staff, governors, volunteers and other members of the school community with respect.
- Communicate concerns calmly and through the appropriate school channels.
- Respect the professional judgement, roles and responsibilities of school staff.
- Avoid threatening, abusive, discriminatory, intimidating or aggressive behaviour, including online communication and social media.
- Follow school procedures for raising concerns and complaints rather than confronting individual pupils or other families.
- Support the school's values, policies and expectations and help maintain a safe, respectful school environment.

Local School Committee

- Support the Headteacher in promoting a positive and respectful school community.
- Ensure appropriate policies and procedures are in place for managing complaints and serious concerns.
- Become involved where required under the school's complaints or governance procedures.

Oak Partnership Trust

- Provides advice and support where concerns are serious, persistent or require escalation beyond school level.
- Supports the school in applying relevant Trust policies and procedures consistently.

Expectations

We expect parents, carers and other visitors to:

- Respect the Christian 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 to clarify a 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 (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
- Avoid using staff as threats to admonish children's behaviour, to preserve positive relationships between staff and children
- Be responsible for your child's behaviour at any school related events, such as discos and fairs where required
- Parking carefully and considerately in good time for the safety of the children, yourself and all road users, by avoiding parking in designated areas such as 'zigzags', disabled area and on pavements
- Driving through the village with due care and attention to others and adhering to speed limits
- Allowing plenty of time so that children arrive ready for a punctual start to the school day, to avoid disruption to their own learning and that of others in class
- Not entering the classrooms before the school day begins in order to allow teachers to fully prepare for their day; (Unless pre-arranged)
- Not entering the classroom after the school day has started. If late, to enter the site through the main reception, where your child will be signed in and taken to class

Behaviour that will not be tolerated

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

- Disrupting, or threatening to disrupt, school operations (including, classes, office areas or any other area of the school grounds, including team matches)
- Using loud/offensive/threatening language, swearing, cursing, or profane language
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Threatening to do actual bodily harm to another member of the school community, whether or not the behaviour constitutes a criminal offence.
- 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 – *Any concerns are to be directed through the appropriate channels: class teacher, Senior Leader, Headteacher or Chair of Governors so they can be dealt with effectively for all concerned*
- 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 (including legal highs)
- Bringing animals onto school grounds for Health & Safety reasons, unless it is for educational purposes and with the express prior permission from the Head Teacher or an Assistance Dog for the Disabled
- Persistently subjecting a member of staff, or other adults, to a pattern of unreasonable behaviour, which is not overtly aggressive, but which may be perceived as intimidating and/or oppressive, undermining their confidence, well-being and health.

Breaches

If the school suspects, or becomes aware, that a parent has breached this policy, 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:

1) Give a verbal warning (from the Headteacher or other Senior Leadership Team member) to state that the behaviour is unacceptable and assurance such behaviour will not be repeated and the implications if it is repeated. *Any incidents of violent conduct or extreme behaviour would immediately proceed to Step 4 and 5. At any stage, the school may report serious incidents of abusive or threatening behaviour to the Local Authority or the Police immediately.*
2) Send a warning letter to the parent, if an incident is repeated by the same person/s or for some reason a verbal warning cannot be given.
3) Final written warning letter to the parent stating if such behaviour is repeated, it will leave the governors no option but to pursue a banning order.
4) Ban the parent from the school site. If an incident is considered serious enough by the Headteacher this will result in a person or persons being excluded from the school premises. **This can be done with immediate effect by the Headteacher if the incident is considered serious enough.** Parents have the right to ask the Board of Governors to review this decision.
5) Involvement of the police. If following a ban, a person/s nevertheless persists in entering the school premises and is displaying unreasonable behaviour, such a person may be removed from the school premises under Section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986. *All parents, even if excluded from school premises, have a right to speak to school staff about their child's educational progress and can make a telephone appointment.*

In addition to the above, at any point if there is a breach of conduct, the school may also:

- Invite the parent into school to meet with a the Headteacher
- Contact the appropriate authorities (in cases 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 proportional way. The final decision for how to respond to breaches of the code of conduct rests with the Headteacher.

Social Media

Most people take part in online activities and social media because it's fun, interesting and keeps us connected. In our school we recognise the value of positive social media use and enjoy the platform it gives us to better connect our school with you, our parents and carers. We encourage everyone to positively participate in our School Facebook and PTFA pages.

Within these forums and others, you may find yourself involved in, such as: 'WhatsApp', Instagram, TikTok etc. we ask that you use common sense and decorum when sharing discussions about school life online.

'Think before you post' Remember words and pictures often never provide the full context and can be misinterpreted. We ask that social media, whether public or private not be used to fuel campaigns and voice complaints against the school, school staff, parents or children. We take seriously inappropriate use of social media by a parent to publicly humiliate/demean/shame or criticise another parent, member of staff or child. The school will ask any such comments to be removed. In serious cases the school will consider legal options and work with appropriate authorities to deal with such issues.

Additionally, and perhaps more importantly is the issue of ***cyber bullying*** and the use by one child or parent to publicly humiliate/victimise another by inappropriate social network entry.

Online activity we consider to be inappropriate:

- Identifying or posting images/videos of children, without prior consent
- Abusive or personal comments about staff, governors, children or other parents
- Bringing the school in disrepute
- Posting defamatory or libellous comments
- Emails circulate 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
- Using social media to publicly 'gather opinion' about children, staff, parents or members of the school community
- Threatening behaviour, such as verbally intimidating staff, or using bad language
- Breaching school security procedures

Inclusion and Safeguarding

The safety and wellbeing of pupils is the school's highest priority. All members of the school community have a responsibility to contribute to a safe, respectful and secure environment.

Where the behaviour of a parent or carer raises a **safeguarding concern**, the school will act in accordance with its safeguarding and child protection procedures. Concerns will be reported to the **Designated Safeguarding Lead (DSL)** and, where appropriate, advice or support will be sought from relevant external agencies.

Nothing within this Parent Code of Conduct prevents the school from taking immediate and proportionate action where behaviour presents a risk to the safety or wellbeing of a child, member of staff or other member of the school community.

Conclusion

At Ruishton C of E Primary School, we recognise that positive relationships between home and school are fundamental to children feeling **safe, valued and able to thrive**. By working together with respect, openness and appropriate professional boundaries, we can ensure that our school remains a welcoming and safe community for everyone.

All parents and carers are expected to uphold this Code of Conduct. Where expectations are not met, the school will respond **fairly, consistently and proportionately**, with safeguarding and the best interests of children remaining at the heart of any decisions made.

Review Mechanisms

This policy will be reviewed annually by SLT, in consultation with the Local School Committee

Related Policies

This policy should be read alongside the school's Safeguarding and Child Protection Policy, Behaviour Policy, Complaints Policy, Anti-Bullying Policy, Equality Policy and other relevant Oak Partnership Trust policies and procedures.

Safeguarding remains paramount. Where the behaviour or actions of a parent or carer give rise to a safeguarding concern, the school will follow its safeguarding and child protection procedures and take appropriate action to protect the welfare and safety of children and members of the school community.

Legislation and Guidance

This policy has been developed with regard to relevant legislation and statutory guidance, including:

- Keeping Children Safe in Education 2026;
- Working Together to Safeguard Children 2026;
- Education Act 1996, including Section 547;
- Equality Act 2010;
- Human Rights Act 1998; and
- Department for Education guidance on controlling access to school premises.