



Parent Code of Conduct Policy

in support of

**William Stukeley CE Primary School
and
Deeping St. Nicholas Primary School**

Policy approved by Full Governing Body: March 2025

Policy to be reviewed: February 2026

Introduction

We are extremely fortunate to have parents and carers who are friendly and supportive towards our schools, and we value this approach. We recognise that educating children is a process that involves partnership between parents, class teachers and the school community and we encourage this mutual support.

As a partnership, our parents/carers should 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.

Parental engagement with their children's learning is important in supporting attainment and progress and parents/carers have a legitimate right to understand what their child is learning at school.

However, contact between parents/carers and the school must be appropriate, proportionate and respectful, both of the professional knowledge, experience and skill of teaching and senior staff at the school and of the entitlement of staff at the school to some work/life balance.

Purpose

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

The policy sets out:

- The general principles underpinning the conduct of members of the school community.
- How it is expected that communication between parents/carers and the school will take place.
- What behaviour towards the school and members of the school community are deemed unacceptable and open to challenge by the school.
- The additional steps the school can take in respect of unacceptable behaviour by a parent or carer.

General Principles

- Remember that the school is governed by the school rules as decided upon by the Federation Governing Body of the schools and the Senior Leadership Team.
- Respect the caring ethos and values of our school.

- Understand that both teachers and parents/carers 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.
- Seeking a peaceful solution to all issues.
- Understand that both teachers and parents need to work together for the benefit of their children.

Communication

There are many reasons you might want to communicate with the school or a member of staff at the school. This could be simply phoning in to report a child's absence or just informing the member of staff at the gate when you drop your child off that they have forgotten their PE kit or have been complaining of feeling a little unwell. These short conversations to impart information are entirely necessary.

However please remember:

- How busy members of staff are during the school day, particularly first thing in the morning and where you need to speak with a member of staff make an appointment to do so at a time when they can give you their full attention.
- Approach the school to help resolve any issues of concern by making an appointment to meet with the class teacher in the first instance or the Assistant Headteacher/Executive Headteacher as appropriate.
- If the matter is still not resolved follow the procedure in the school's Complaints Policy which is available under the heading "policies" on our website.
- If you wish to correspond by email this should be done through the school's central email address at:

William Stukeley CE Primary School - enquiries@williamstukeley.lincs.sch.uk

Deeping St Nicholas Primary School - enquiries@deeping-st-nicholas.lincs.sch.uk

This address is monitored regularly during the school day and emails forwarded to the appropriate member of staff or Governor.

- Ensure that all such communications are polite and that you are always mindful of the right of the recipient to be treated with respect.
- When meeting face to face with members of staff to discuss any matters concerning your child's education or wellbeing in school approach the matter calmly and politely as this will also ensure progress can be made to address any issues or concerns. Remember that if you wish to speak with a member of staff it will normally fall to you to make a mutually convenient appointment.
- Seek to clarify a child's version of events with the school's view to bring about a peaceful solution to any issue before any escalation.

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

- Contacting staff or members of the Governing Body out of school hours using their individual email addresses rather than the school contact email address.
- Sending any form of correspondence to members of staff or Governors at the school demanding an immediate response or a response within your own time frame as the matter will be addressed, where appropriate, in a time frame deemed appropriate by the recipient.
- Sending lengthy, frequent, demanding, or disrespectful emails to staff members as this will seriously undermine their ability to carry out their core role of educating the children in their care.
- Language to staff that calls in to question their professional abilities or represents any form of personal attack or seek to direct how they carry out their professional roles or run the school. The running of the school is a matter for the Senior Leadership Team and the Governing Body of the school.
- When speaking with a staff member or any other member of the school community whether in person, on the telephone or by any other means of communication it is entirely inappropriate to raise your voice, invade their personal space, use language that is disrespectful, rude, offensive, aggressive or threatening.
- Any threats of violence or use of violence towards anyone on school premises is a criminal offence as is damage to school premises and will be likely to result in the matter being reported to the police.
- Using 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.
- It is unacceptable to record telephone conversations with staff members or to record meetings with staff and/or Governors at the school without making them aware you are doing it and seeking their express permission to capture what could be their personal information and breach their human right to privacy which extends to their workplace.
- Posting defamatory, offensive or derogatory comments about the school, its staff, Governing Body or any member of its community, on social media platforms.
- Smoking (including electronic cigarettes) and consumption of alcohol or other drugs whilst on school property.
- Do not bring dogs onto school premises unless already agreed with the school that the dog is a guide dog or other form of assistance dog and consent has been given for the presence of the dog to assist its owner on school premises.
- Not correcting own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Avoid using staff as threats to reprimand children's behaviour.
- 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).
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention.

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.

The member of staff or Governor concerned may challenge the behaviour by asking the person concerned to respect their personal space, stop shouting or using inappropriate behaviour or may end an unacceptable phone call or ask you to leave the school.

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 Headteacher.
- Contact the appropriate authorities (in cases where the peace is breached or criminal law broken).
- Seek advice from the local authority's legal team 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. The final decision for how to respond to breaches of the code of conduct rests with the Executive Headteacher.

The Executive Headteacher will consult the Chair of Governors before banning a parent from the school site.

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.

Inappropriate use of Social Network Sites

Social media websites are being used increasingly to fuel negative conversations, campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents or families.

The school seeks to teach pupils the importance of appropriate and responsible use of social media and it is therefore vital that everyone in the school community, including parents and carers lead by example.

The Governors consider the use of social media websites, in this way, as unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, the Executive Headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned in line with the school complaints policy.

If any student or parent/carer of a child/ren being educated in the school is found to be posting libellous or defamatory comments on Facebook or other social network sites, 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 content or activity which breaches this. 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. We will take and deal with this as a serious incident of school bullying. Thankfully such incidents are extremely rare.

Please note:

This policy reflects the expectations we have in school for our staff.

Could parents please ensure they make all persons, responsible for collecting their children, are aware of this policy.