

Code of Conduct for Parents and Carers

North Leigh CE Primary School



Valuing Everyone in our school, in our community, in our world.

This policy was reviewed in March 2026.

The policy must be reviewed and updated at least every 12 months.

All children are provided with equal access to the curriculum. We aim to provide suitable learning opportunities regardless of gender, ethnicity or home background.

The impact of this policy on staff workload has been considered.

Signed

Ben McPherson
Headteacher

Sophie Warner
Chair of Governors

Date

2 March 2026

Code of Conduct for Parents and Carers

Agreed: March 2026

Next review date: March 2027

At North Leigh CE Primary School, we are proud and fortunate to have a dedicated and supportive school community. The parents, carers, pupils, staff and Governors all recognise that the education of our children is a partnership process between these parties.

Within this partnership, we are all aware of the importance of nurturing and supportive relationships to equip our pupils with the necessary skills for adulthood. For these reasons we will continue to welcome and encourage parents and 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 expectations around the conduct of all parents and visitors connected to our school so that they all feel valued and celebrated.

We understand that everyday frustrations can cause misunderstandings and have a negative impact on our relationships. We remain committed to resolving difficulties in a constructive manner through open positive communication. Through this, we can continue to nurture and challenge all individuals to realise their potential, in an atmosphere of mutual understanding.

Our school already has a Code of Conduct for all our employees but this Code is aimed at the wider school community so that all can see and understand the expectations of the behaviour of all visitors or those connected with the school. The Policy aims to clarify the types of behaviour that will not be tolerated and seeks parental sign up to these expectations. The Policy also sets out the actions the school can take should this code be ignored or where breaches occur.

Behaviour that will not be tolerated:

- Disruptive behaviour which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school site;
- Any inappropriate behaviour on the school premises;
- Using loud or offensive language or displaying temper;
- Threatening in any way, a member of staff, visitor, fellow parent, carer or pupil;
- Damaging or destroying school property;
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the school community;
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils, parents, staff or Governors at the school on any social media platform;
- The use of physical, verbal or written aggression towards another adult or child. This includes verbal and physical chastisement of your own child on school premises;
- 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);
- Smoking, vaping, taking illegal drugs or the consumption of alcohol on school premises. (Alcohol may only be consumed during authorised events);
- Dogs being brought on to the school premises (other than assistance dogs).

Should **any** of the above occur on school premises or in connection with school, the school may feel it necessary to take action by contacting the appropriate authorities and/or consider banning the offending adult from entering the school site altogether.

What happens if someone ignores or breaks the Code of Conduct?

In the event of any parent, carer or visitor of the school breaking this Code, then proportionate action will be taken as follows:

- Where the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will in the first instance be referred to Thames Valley Police. This will include any or all cases of threats or violence and actual violence to any child, staff, other parent or Governor in the school. This will also include anything that could be seen as a sign of harassment of any member of the school community, such as any form of insulting social media post or any form of social media cyber bullying;
- Where evidence suggests that the behaviour would be tantamount to libel or slander then the school will refer the matter to the ODST Legal Team for further action;
- Where the Code of Conduct has been broken but the breach was not libellous, slanderous or a criminal matter, then the school will send out a formal letter to the parent/carers with an invite to a meeting. If the parent/carers refuses to attend the meeting, a second letter will be sent with the expectation of attendance. If the second letter is not responded to, this will result in an immediate ban from the school site until the matter can be satisfactorily resolved.

Note:

- (1) In more serious cases, a ban from the school can be introduced without having to go through all the steps offered above.
- (2) Site bans will normally be limited in the first instance.

Complaints

This Code of Conduct does not prevent parent/carers from raising a legitimate complaint in an appropriate fashion.

In most cases we hope that all complaints and concerns can be resolved through open dialogue with class teachers or other members of staff as appropriate.

However, where you are not satisfied with responses received, we would ask that you then follow the complaints procedure as laid out in our school Complaints Policy. This is available on the school website but if you would prefer, please contact the school office and we can arrange for a hard copy to be made available.

Issues of conduct with the use of Social Media

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

We are aware that sometimes parents organise social media groups for ease of communication e.g. class Whatsapp groups. Within these spaces, 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, pupils or Governors.

We take inappropriate use of social media by a parent to publicly humiliate or criticise another parent, pupil, member of staff or Governor very seriously.

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

- (1) Initially contact the class teacher
- (2) If the concern remains they should contact the Headteacher
- (3) If still unresolved, contact the school Governors through the complaints procedure.

They should not use social media as a medium to air any concerns or grievances.

Online activity which we consider inappropriate:

- Identifying or posting images/videos of pupils;
- Abusive or personal comments about staff, pupils, other parents or Governors;
- Bringing the school into disrepute;
- Posting defamatory or libellous comments;
- Emails circulated or sent directly with abusive or personal comments about staff, pupils, other parents or Governors;
- Using social media to publicly challenge school policies or discuss issues about individual children;
- Threatening behaviour, such as verbally intimidating staff, or using bad language;
- Breaching school security procedures.

At our school we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately.

Vexatious Complaints and Harassment

A vexatious complainant is a parent/carer or member of the public who complains about issues, either formally or informally, or frequently raises issues that the complainant considers to be within the remit of the school and whose behavior is unreasonable.

Harassment is the unreasonable pursuit of actions deemed to be vexatious.

Vexatious complaints and harassment will be dealt with in line with our Policy for Dealing with Persistent or Vexatious Complaints/Harassment in School.

Together we can create a positive and uplifting environment, not only for the children but also for all who work and visit our school.



Our Agreement

Parent/Carer's name:

Child/ren's name/s:

Please tick:

☐

I/We have read and agree to follow the Code of Conduct.

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I/We understand that if I/we break the Code of Conduct then the school will take appropriate action in line with the detail of the Code of Conduct.

Signed: _____(Parent/Carer 1)

Signed: _____(Parent/Carer 2)

Date: _____