Hillside Primary School

Parent/Carer Code of Conduct Policy

This policy was agreed by governors and will be reviewed annually.

Date:	Review Date:
June 2026	June 2027

Policy review

Date	Reviewer	Amendments	Next review
June 2026	D.Pearman	New policy	June 2027

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Introduction

Our school provides a safe and secure environment which nurtures every individual.

Everyone is highly valued and treated with respect for their unique contribution to our school community and family.

1. Purpose and scope

At Hillside Primary School, we believe it's important to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, staff and parents
- Model appropriate behaviour for our pupils at all times

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.

We use the term 'parents' to refer to:

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

2. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the 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 a peaceful solution to all issues
- Correct their own child's behaviour (or those in their care), particularly in public, where I it could lead to conflict, aggression or unsafe conduct
- Contact the right member of school staff to help resolve any issues of concern.

Any concerns you may have about the school must be made through the appropriate channels by speaking to the Class teacher, a senior member of staff, the Headteacher and then the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

3. Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language to any members of staff, pupils or other parents
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email or social media e.g., Facebook and WhatsApp groups (such as, but not limited to)
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms e.g., Facebook and WhatsApp groups (such as, but not limited to)
- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child, staff or adult
- Disciplining another person's child for behaviour that has taken place during school hours/whilst in the school's parameters/grounds – please bring any behaviour incidents to a member of staff's attention
- Smoking, vaping or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than guide, therapy or service dogs)

4. 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.

Depending on the nature of the incident, the school may then:

- Informally remind the parent of the code of conduct
- Invite the parent into school to meet with a senior member of staff or the headteacher
- Send a warning letter to the parent
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek legal advice from our Trust's HR, Local Authority and Unions 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 headteacher.

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

5. Inappropriate use of Social Network Site

Most people take part in online activities and social media. It can be interesting and keeps people connected.

We politely ask that you use common sense when using these online spaces when discussing school online. 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 or children.

Social media websites (*websites and applications that enable users to create and share content or to participate in social networking*) are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/students. The Governors considers the use of social media websites e.g., WhatsApp and Facebook (such as, but not limited to) being used in this way as unacceptable and not in the best interests of the children or the whole school community.

Parents and carers should not use social media as a medium to air any concerns or grievances. Any concerns you may have must be made through the appropriate channels by:

1. speaking to the class teacher
2. or a senior member of staff,
3. and then the Headteacher
4. and/or the Chair of Governors through our formal complaints process

This means any concerns can be dealt with fairly, appropriately and effectively for all concerned.

In the event that 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, WhatsApp 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 contact or activity which breaches this. The school will also expect that any parent/carer or student removes such comments immediately.

Parental Use of WhatsApp (and other social media/communications)

We understand that many parents/carers use WhatsApp or similar messaging apps to communicate with one another. While we support positive and constructive communication between parents, we ask that WhatsApp groups are used respectfully and responsibly. Specifically:

- Please avoid using WhatsApp to discuss issues or concerns about the school, staff or other children.
- If you have a concern, contact the school directly via the appropriate channels (see above).
- Do not use WhatsApp to share unverified information or spread negativity.

- Respect the privacy of others, including refraining from naming children or sharing sensitive incidents.

WhatsApp groups should never be used as a platform for complaints, criticisms or debates that could be divisive or inflammatory. Concerns raised in these forums should be redirected through school communication channels so they can be resolved constructively.

Online activity which we consider inappropriate:

- Identifying or posting images/videos of children. Any images or videos of children and staff taken during school events should ONLY be for personal use and not shared online or on social media to respect the privacy of all the families and staff in the school.
- Abusive or personal comments about staff, governors, children or other parents
- Bringing the school into disrepute
- Posting defamatory or libellous comments
- Emails or communication 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

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

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.

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

The Department for Education, Government, and Governors Hillside Primary School consider the use of social media websites being used in this way as unacceptable. Any concerns you may have about the school or your child/children must be made through the appropriate channels — by speaking to the class teacher, a senior member of staff and then the Headteacher, or the Chair of Governors — where they will be dealt with fairly, appropriately and effectively for all concerned.

6. Persons Causing Nuisance / Disturbance on School Premises

Section 547 of the Education Act 1996

School premises are private property and parents have been granted permission from the school to be on school premises. However, in case of abuse or threats to staff, pupils or

other parents, school may ban parents from entering school.

It is also an offence under section 547 of the Education Act 1996 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned.

School is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school.

Appendix 1: model letters

Initial warning letter from the headteacher

Dear [parent name],

I've received a report about your conduct on [time and date].

[Summary of incident, including location, and the effect on staff, pupils and other parents.]

If the incident is minor, add:

This behaviour is not in keeping with our parent code of conduct. [Please find a copy attached to this letter.]

If the incident is more serious, add:

As written in our parent code of conduct, we do not tolerate this kind of behaviour in our school. [Please find a copy attached to this letter.]

We believe that all staff, pupils and parents are entitled to a safe, respectful and inclusive environment, and that parents are as responsible for creating this environment as school staff.

Continue with:

Further breaches of the code of conduct may result in a ban from the school premises.

If you want to invite the parent in for a meeting, add:

I'd like to invite you in to school to discuss this incident, and how we can work together to prevent similar issues in the future.

Please contact the school office on [phone number] to book an appointment.

Yours sincerely

Headteacher

Model letter banning a parent from the school site

Dear [parent name],

I am writing to inform you that, after consultation with the chair of governors, I am banning you from the school site until [date].

You can also choose to ban a parent permanently. In that case, amend the sentence above.

Despite previous correspondence and conversations about your conduct, there have been further breaches of our parent code of conduct.

[Include details of the incidents, including dates, locations and effects on staff/pupils/other parents for every relevant incident.]

If you do not comply with the ban, I will arrange for you to be removed from the grounds and you may be prosecuted under Section 547 of the Education Act 1996.

If you would like to raise a complaint, you can do so using the school's complaints procedures, which are available on our website.

Yours sincerely

Headteacher