



Parent Code of Conduct Policy

2026 27

Through consultation with pupils, staff and Governors, we have reviewed our school values and behaviour policy for the start of the new academic Year.

Our school values and behaviour system are based around our distinctively Christian vision. This is inspired by the parable of the sower Luke 8: 4-15.

“Through God’s love, we are the rich soil where roots grow and seeds flourish”

1. Introduction

At Staindrop CE Primary School, we value the positive relationships between school, parents, carers and the wider community. We recognise that children flourish when home and school, work together with mutual respect, trust and a shared commitment to their wellbeing and education.

This Parent and Carer Code of Conduct sets out the standards of behaviour we expect from all parents, carers and visitors when communicating with the school, attending the school site or engaging with members of our school community.

Our aim is not to restrict parents from raising concerns. Parents and carers should feel able to ask questions, seek clarification and raise concerns appropriately. The purpose of this code is to ensure that these conversations take place respectfully and constructively.

2. Our expectations

We expect parents and carers to:

- treat staff, pupils, other parents, governors and visitors with courtesy and respect;
- communicate calmly and appropriately, including when they are unhappy or disagree with a decision;
- support the school's values, policies and reasonable expectations;
- work in partnership with the school to support their child's education, attendance, behaviour and wellbeing;
- respect the professional judgement and responsibilities of school staff;
- raise concerns directly with the school rather than discussing them inappropriately with other parents or pupils;
- follow the school's complaints procedure where a concern cannot be resolved informally;
- respect confidentiality and the privacy of pupils, families and staff;
- behave appropriately on the school premises and at school events;
- ensure that other family members or representatives acting on their behalf also behave appropriately.

3. Behaviour that is not acceptable

To maintain a safe and respectful school environment, the following behaviour will not be accepted:

- shouting, swearing or using offensive, insulting or aggressive language;
- threatening, intimidating or abusive behaviour towards staff, pupils, governors, parents or visitors;
- discriminatory, derogatory or personally abusive comments;
- aggressive gestures or behaviour that causes another person to feel intimidated or unsafe;
- refusing to leave the school premises when reasonably asked to do so;
- deliberately disrupting the work of the school;
- approaching another child to question, challenge or reprimand them about an incident involving their own child;
- confronting another parent or carer on the school premises;
- repeatedly contacting several members of staff about the same issue when an appropriate point of contact has already been identified;
- making unreasonable demands for immediate responses or expecting staff to respond outside appropriate working arrangements;
- recording conversations or meetings without the knowledge of those involved;
- posting abusive, threatening, defamatory or inappropriate comments about the school, its staff, pupils or other families through social media or other online platforms;
- publishing photographs, recordings or information about other children without appropriate permission.

4. Raising concerns

We understand that there will be occasions when parents or carers are worried, frustrated or dissatisfied. Raising a concern appropriately **will never, in itself, be regarded as a breach of this Code**.

Parents and carers should normally raise concerns with the relevant member of staff in the first instance. Where a matter cannot be resolved informally, the school's complaints procedure should be followed.

The school will listen carefully to concerns, communicate respectfully and seek an appropriate resolution wherever possible. The school may, however, manage communications differently where contact becomes persistent, abusive, threatening or unreasonable. The Department for Education's guidance for maintained schools provides specific guidance and a model policy concerning serial and unreasonable complaints.

5. Social media and online communication

Parents and carers are expected to use social media responsibly.

Concerns about the school should be raised directly with the school through the appropriate channels rather than through social media.

Parents and carers should not use social media or messaging platforms to:

- make abusive or threatening comments about members of the school community;
- identify or discuss individual pupils inappropriately;
- share confidential information;
- encourage others to act in an abusive or intimidating manner towards the school or individuals within it.

The school will consider appropriate action where online activity raises safeguarding concerns or presents a risk to members of the school community.

6. Conduct on the school premises

Everyone has the right to feel safe when attending or working at school.

Where a parent or carer becomes angry or confrontational, staff will seek to de-escalate the situation. A meeting or conversation may be brought to an end if respectful communication cannot be maintained.

Where necessary, a parent or visitor may be asked to leave the premises.

Serious incidents involving threats, violence, harassment or concerns about immediate safety may be referred to the appropriate authorities.

7. Persistent or unreasonable behaviour

The school recognises the distinction between a parent who is persistent because they have a genuine concern and behaviour that becomes unreasonable.

Where communication becomes excessive or unreasonable, the school may establish proportionate arrangements for future contact. Depending upon the circumstances, these could include:

- identifying one member of staff as the main point of contact;
- requesting that communication is made in writing;
- agreeing reasonable arrangements for meetings;
- ending conversations where behaviour becomes abusive;
- responding to issues through the school's formal complaints procedure.

Any restrictions should be proportionate to the circumstances and reviewed appropriately.

8. Breaches of this Code

Where this Code is breached, the school will normally seek to resolve the matter informally where it is appropriate and safe to do so. Depending on the seriousness or persistence of the behaviour, the school may:

1. remind the individual of the expectations within this Code;
2. provide a written warning about their conduct;
3. establish appropriate boundaries or arrangements for future communication;
4. require meetings to take place by prior appointment or with additional school representatives present;
5. consider restricting access to school premises where appropriate; or
6. contact the police or other relevant agencies where behaviour gives rise to serious safety, safeguarding or criminal concerns.

Actions will be considered according to the individual circumstances rather than applied automatically.

9. Safeguarding

Nothing within this Code prevents a parent or carer from raising a safeguarding concern.

Where an issue relates to the safety or welfare of a child, it will be managed in accordance with the school's safeguarding and child protection procedures.

Similarly, if the conduct of an adult raises safeguarding concerns, the school will take appropriate action in accordance with its safeguarding responsibilities.

10. Working together

Our priority is to maintain a school community in which children and adults feel safe, respected and valued.

By communicating openly, listening to one another and treating each other with respect, parents, carers and school staff can work together effectively in the best interests of every child.