



Parklands
Community Primary
School

**Parent Code of Conduct
Policy**

Date of Approval: November 2025

Review Date: November 2027

Reviewed by : FGB

Introduction

At Parklands Community Primary School, we are proud of the strong relationships we build with families and the wider community. We believe that a positive and respectful partnership between home and school is essential for children to thrive. This Parent Code of Conduct outlines the standards of behaviour we expect from all parents, carers and visitors to ensure our school remains a safe, welcoming and inclusive environment for everyone.

Contents

1. Purpose and Scope
2. Our Expectations of Parents and Carers
3. Communication and Conduct Expectations
4. Behaviour That Will Not Be Tolerated
5. Breaching the Code of Conduct

1. Purpose and Scope

At Parklands, 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 achieve 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 supports our partnership with parents by outlining expectations for 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 collaboratively with staff in the best interests of our pupils
- Treat all members of the school community with courtesy and respect – modelling positive behaviour in speech and actions
- Seek peaceful and constructive solutions to any concerns

- Support their child in managing behaviour appropriately, especially in public settings
- Approach the appropriate member of staff to help resolve any issues

3. Communication and Conduct Expectations

At Parklands, we value respectful and effective communication between home and school as essential to pupil success and wellbeing. We ask that parents and carers:

- Model our FRIEND values and 'Be the Best You Can Be' ethos in all interactions with staff, pupils, and other families
- Speak positively and respectfully about school staff in front of children, recognising the impact on trust and relationships
- Raise concerns privately and constructively, avoiding public confrontation or criticism
- Follow the communication protocol when seeking support or raising concerns:

Class Teacher/Support Staff → Office Staff → Phase Leaders (Leaders of Learning) → Deputy Headteacher → Headteacher

- Email the school office rather than individual staff members. Teachers are focused on teaching during the school day and do not access emails
- Avoid using Seesaw for urgent messages. Seesaw is checked fortnightly during PPA time and may not be seen promptly. Please send all important messages to the school office
- Allow up to 48 hours for acknowledgement of emails, and up to 5 working days for a full response

4. Behaviour That Will Not Be Tolerated

To maintain a safe and respectful environment, the following behaviours are not acceptable:

- Disrupting, or threatening to disrupt, school operations (including events and sports matches)
- Swearing or using offensive language
- Displaying a temper or shouting at staff, pupils or other parents
- Threatening any member of the school community
- Sending abusive messages via text, email or social media
- Posting defamatory, offensive or derogatory comments about the school, staff or community members on social media
- Using physical punishment against your child while on school premises
- Engaging in aggressive behaviour (verbal or written) towards another child or adult
- Disciplining another person's child – please report concerns to a member of staff
- Smoking or drinking alcohol on school premises (unless permitted at a specific event)

- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (except guide dogs or assistance dogs)

5. Breaching the Code of Conduct

If the school suspects or becomes aware that a parent has breached the code of conduct, it will gather relevant information and speak with the parent involved.

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

- Send a warning letter to the parent
- Invite the parent to meet with a senior member of staff or the headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the local authority's legal team (in cases of potentially libellous or slanderous conduct)
- Ban the parent from the school site

The school will always respond proportionally. The final decision on how to respond rests with the headteacher, who will consult the chair of governors before issuing a site ban.