

Moss Park Primary School



Achieving Excellence Together

Parent Code of Conduct Policy

Headteacher	Sally Nunwick
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Next Review	October 2027
Relevant Committee	Resources and Premises
Signed (Chair)	<i>Allan Humphris</i>

Contents

1. Purpose and scope	2
2. Our expectations of parents and carers	2
3. Behaviour that will not be tolerated	3
4. Breaching the code of conduct	4
Appendix 1: Incident Report Form.....	5
Appendix 2: model letters (NB these templates will not be on the public document)	6
Initial warning letter from the Headteacher	6
Model letter banning a parent from the school site	6

1. Purpose and scope

The Governing Body of Moss Park Primary School encourages close links with parents and the community. It believes that pupils benefit when the relationship between home and school is a positive one. 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
- Manage their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern

We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. However we understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships. Where issues arise or misconceptions take place, please contact your child's teacher or the Headteacher, who will be available to meet with you and go through the issue and hopefully resolve it. Where issues remain unresolved, please follow the school's complaints procedure. This is available on the school website or a copy can be requested from the school office.

3. Behaviour that will not be tolerated

- Displaying a temper, or shouting at members of staff, pupils or other parents – this includes phone calls and face to face contact
- Threatening another member of the school community
- Swearing, or using offensive language
- Sending abusive messages to another member of the school community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms including parent WhatsApp groups (see below for more details)
- Use of physical punishment against your child while on school premises
- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Disciplining another person's child – 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 dogs)

Social Media (including parent WhatsApp groups)

We recognise that most people take part in online activities and social media. Parent class/year WhatsApp groups can be a positive way for families to support one another and to share reminders and information. Within these spaces, however, we kindly ask that parents use sensitivity, respect and discretion when discussing school life online.

Social media, whether public or private, should never be used to pursue campaigns or to raise complaints about the school, staff, parents, or children.

The school takes very seriously any inappropriate use of social media, including posts or messages that make allegations about, or criticise, another parent, member of staff, or child.

If parents have concerns about their child in relation to the school, the correct procedure is to:

1. Contact the class teacher in the first instance
2. If the concern remains, contact the Headteacher
3. If still unresolved, raise the matter with the Governing Body through the formal complaints procedure

Concerns should not be raised via social media, which is not an appropriate or effective forum for such matters.

Examples of online activity that the school would consider inappropriate include (but are not limited to):

- Sharing or posting images/videos of children without consent
- Abusive or personal comments about staff, governors, children or other parents
- Comments that bring the school into disrepute
- Defamatory or libellous statements
- Circulating or sending emails/messages with abusive or personal remarks
- Threatening behaviour, intimidation, or use of offensive language
- Sharing information that breaches school security procedures

Please note that parents who administer WhatsApp or other social media groups should be mindful of their responsibilities, including respecting privacy and handling personal information appropriately. While the legal

position under data protection law may vary, it is good practice for group admins to exercise care in how they manage membership and shared content.

We greatly value our partnership with parents and carers and believe that a positive, respectful online environment helps us all to work together in the best interests of the children.

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:

- Send a warning letter to the parent
- Invite the parent into school 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 regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site under section 547 of the Education Act 1996

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.

At our school we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above. It is important for parents and carers to make sure any persons collecting their children are aware of this policy.

Signed:

Date:

Appendix 1 Incident Report Form

Relevant incidents include trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to property. Where possible, the form should be completed before any discussion between witnesses is possible, as this might lead to allegations of collusion. This form should be completed as fully as possible please, using a continuation sheet, if necessary. For any incident involving or witnessed by a pupil or parent/carer/visitor, a member of staff should complete the form on their behalf. The completed form should be passed to the Headteacher, for appropriate action and recording.

Date of incident:	Time of incident:
Name of person reporting incident:	Date incident reported:
Name of member of staff recording this incident:	Date incident recorded:
Name(s) of person(s) causing incident (where name(s) is/are unknown, provide other details of which may allow their identification):	
Status(es) (parents/carers/visitors/trespassers)	
Full description of incident (e.g. names of persons involved; location; nature of any injuries; attendance of emergency services)	
<i>Please continue on the back of this form if needed</i>	
Name of any witnesses and statuses:	
Initial action/outcome (e.g. Informal conciliation; police intervention; warning or banning letter issued)	
Summary of subsequent actions taken by the school, including risk assessments	

Appendix 2: model letters (NB these templates will not be on the public document)

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