



## Parents', Carers' and Visitors' Code of Conduct

Delegated approval required from: PSPW committee

Required level of approval: LGB

Review frequency: Annually

For Review by: April 2026

Signed ..... *Emily Huish* .....

(Chair of Governors)

Date: 19/03/2025

# Parents', Carers' and Visitors' Code of Conduct Policy

## Introduction

This Code of Conduct is an unsigned agreement between the Parent, Carer, Visitor and staff of Pensford Primary School. At Pensford Primary School we are very proud and fortunate to have a very dedicated and supportive school community. At our school the staff, governors, parents and carers all recognise that the education of our children is a partnership between all of us.

Together we create a positive and uplifting environment not only for the children but also for all who work in and visit our school. It is important for parents and carers to make sure any persons collecting their children or attending school events are aware of this policy.

We expect our school community to respect our school values – notably those of Respect and Togetherness. One way in which parents and carers can do this is to demonstrate a good example of their own behaviour both on school premises and when accompanying classes on school visits.

As a partnership, we are all aware of the importance of good working relationships and all recognise the importance of these relationships to equip our children with the necessary skills for their education. 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 code of conduct is to provide the expectations around the conduct of all parents, carers and visitors connected to our school. **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, 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. In the very small number of cases where issues may remain unresolved, we have a complaints procedure. This is available on the school website or a copy can be requested from the school office.

This Code aims to clarify the types of behaviour that will not be tolerated and seeks parental agreement to these expectations. The Code of Conduct also sets out the actions the school can take should this Code be ignored or where breaches occur.

## Behaviour that is expected

- Parents and carers will be able to speak to the headteacher (or deputising member of staff) to raise any issues or queries, and these will be dealt with through dialogue
- Confidentiality in these matters will be respected
- Parents and carers will adhere to requests made by the headteacher, while retaining the right to respectfully question a rationale for a decision with which they disagree
- Parents and carers will support the work of the school in delivering high quality education and supporting children's welfare, respecting professional expertise. If

parents or carers believe their views are not sufficiently being taken into account, they will respectfully question this with the headteacher.

### **Behaviour that is deemed unacceptable:**

- disruptive behaviour which interferes or threatens to interfere with any of the School's normal operation or activities anywhere 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 child;
- damaging or destroying school property;
- sending abusive or threatening e-mails 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/governors at the school on Facebook or other sites;
- the use of physical, verbal or written aggression towards another adult or child. This includes physical punishment 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, 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 guide dogs).

### **What happens if someone ignores or breaks the code?**

In the event of any parent/carer or visitor of the school breaking this code then proportionate actions will be taken as follows:

- In the vast majority of cases, a discussion with the headteacher will be enough to resolve the matter. If the headteacher is satisfied that a parent is apologetic about having engaged in any of the unacceptable behaviour, and that the behaviour is highly unlikely to be repeated, then so long as no criminal act has occurred the matter may be recorded but no further action taken.
- If the headteacher believes there is a risk that the behaviour could be repeated, then in cases where the Code of Conduct has been broken but the breach was not libellous, slanderous or criminal matter, the school will send out a formal letter to the parent/carer with an invite to a meeting. If the parent/carer refuses to attend the meeting then the school will write to the parent/carer and ask them to stop the behaviour causing the concern and warn that if they do not they may be banned from the school premises.
- in cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will in the first instance be referred to the Police. This will include any or all cases of threats or violence and actual violence to any child, staff 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;

If this behaviour continues, the parent/carer will again be written to and informed that a ban is now in place.

Note:

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

### **Issues of conduct with the use of Social Media, and with the use of Class Dojo**

Most people take part in online activities and social media. It's fun, interesting and keeps us connected. Although the school does not routinely engage in social media posts – we use Class Dojo instead – the school does have an X account that is primarily used to maintain contact with a range of children's authors. The PTA have a Facebook page which allows parents to receive and respond to messages about school events. We encourage you to positively participate if you wish.

We also encourage parents to positively participate in Class Dojo posts through the 'comments' facility.

Within these spaces however we ask that you use common sense when discussing school life on-line.

*'Think before you post'*

We ask that social media, whether public or private, should not be used to voice complaints against the school, school staff, parents or children.

We take very seriously inappropriate use of social media or Class Dojo by a parent to publicly humiliate or criticise another parent, member of staff or child. 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, contact the Headteacher.
3. if still unresolved, contact the Governing Board through the Complaints Procedure.

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

On-line activity which we consider inappropriate:

- identifying or posting images/videos of children;
- abusive or personal comments about staff, governors, children or other parents;
- bringing the school into disrepute;
- posting defamatory or libellous comments;
- e-mails 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.