



St Francis Church of England Voluntary Aided Primary School
Love: for God, each other, our learning, and the world.

Parent Code of Conduct Policy

Developed by Headteacher and Governors

Version No	Date	Change/Review
V1.0	April 2023	Policy drafted, ratified and adopted
V1.1	May 2024	Policy reviewed and ratified
V1.2	November 2025	Reviewed and ratified

Policy Document Version Control Log

Policy: Parent Code of Conduct		
Version	Date	Description of changes and person/organisation responsible
V1.1	05/24	Section 1 - Change of school rule
V1.2	11/2025	No changes

1. Purpose and scope

At St Francis CE VA 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; bearing in mind our main school rules for all – READY, RESPECTFUL and SAFE
- Model our vision and values of Kindness, Courage and Character in the way in which we conduct ourselves

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).

We believe staff, parents and children are entitled to a safe and protective environment in which to learn and work. All members of the school community and visitors should demonstrate mutual respect. To that end, any behaviour that may lead to feelings of harassment, alarm or distress to members of our community will not be tolerated and action will be taken.

We have excellent relationships with our parents and value the contribution that parents play in the life of the school and in their children's education. We provide many opportunities for parents to engage with school life including parent's evenings, invitations, to visit learning in classroom, productions and participation in special celebrations. We also produce a weekly newsletter to keep parents informed about school events. Important information is also included on our school website. As a partnership, our parents understand the importance of a good working relationship to equip their children with the necessary skills for adulthood. For these reasons we continually welcome and encourage parents or carers to participate fully in the life of our school.

We expect our school community to respect our school ethos, keep our school tidy, set a good example of their own behaviour both on school premises and when accompanying classes on school visits.

In addition, we also expect our parents, carers and visitors to keep our children safe by adhering to the school's request to park safely outside the school gates during morning and afternoon collections.

We want all parents to be confident that there are arrangements in school to keep their children safe, and as part of our safeguarding procedures, the school has put in place this parental code of conduct policy to ensure that behaviour from parents does not cause the children and staff in school to feel distressed, threatened or unsafe.

2. Aims of the policy

That parents communicate within the school environment in a pleasant and courteous manner without causing distress or offence to adults or children. This will enable us to sustain our respectful ethos for everyone and ensure that we promote dignity in the work place for our staff.

3. Code of Conduct

To truly create the best outcomes for children requires the relationship between home and school to be based on the principles of care, integrity, trust and mutual respect. The maintenance of this relationship is important to ensure that a child or children are safe (please read our safeguarding policy) and not open to undue distress and anxiety.

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)

4. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the caring 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 and approaching staff in an appropriate manner.
- Seek a peaceful solution to all issues
- Understand that the school needs to work with a child in order to clarify their version of events in order to bring about an appropriate solution to an issue.
- Correct 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
- Adhere to the home school contract which we reissue and sign annually.

5. 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
- Displaying a temper, or shouting at members of staff, pupils or other parents in person or on the telephone
- Threatening another member of the school community
- 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
- Using group chats, such as WhatsApp, to undermine the work of the school

- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally, electronically 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 or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Making excessive demands on staff time in person or via written forms of communication- please see communication policy for expectations regarding this aspect.
- Speaking in an aggressive/threatening tone
- Physical intimidation, e.g. standing very close, the use of aggressive gestures
- Physical threats
- Any kind of physically violent behaviour
- Racist, homophobic or other hateful behaviours
- Sexist comments or sexual innuendo
- Disrespecting religion or belief

6. 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 Swindon Borough Council's legal team regarding further action (in cases of conduct that may be libelous 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.

Possible Follow up actions:

The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to abuse. If parents become abusive at any time on school premises they will be asked to leave.

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 and will ban parents from entering school and its grounds.

It is also an offence under section 547 of the Education Act 1997 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police will 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.

7. Social Media Code of Conduct for Parents

Social media (e.g. Facebook, Twitter, Instagram, etc.) has had widespread impact on the way in which we communicate and express our thoughts and opinions. There are clearly many benefits for individuals and communities, and we are working to harness the power of social media to engage even more closely with parents and pupils.

The PTA has a Facebook page which allows parents to receive and respond to messages about school events. We encourage you to positively participate if you wish. Within these spaces however we ask that you use common sense when discussing school life online.

'Think before you post' 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.

Unfortunately, if social media is misused it can cause individual harm and result in the school community being negatively affected and maybe even damage the school's reputation. Parents should think carefully before posting anything relating to the school, pupils or other parents; please check your facts, be considerate in the way in which you express things and avoid language that others might consider to be abusive, aggressive or threatening.

Online activity which we consider inappropriate:

- Identifying or posting images/videos of children
- Abusive or personal comments about staff, governors, children or other parents, even when not named but where individuals can be identified.
- Bringing the school in disrepute
- Posting defamatory or libelous comments
- Posting malicious or fictitious comments on social networking sites about the school or any member of the school community.
- Circulating emails or sending emails 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
- Trying to "friend", "follow" or otherwise contact staff members on social media.
- Threatening behaviour, such as verbally intimidating staff, or using bad language
- Breaching school security procedures

The Department for Education and Governors of St Francis CE VA Primary School considers the use of social media websites being used in this way 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, the Headteacher or the Chair of Governors, where they will be dealt with fairly, appropriately and effectively for all concerned.

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents or pupils.

Libelous or Defamatory posts -- In the event that any pupil or parent/carer of a child/children at St Francis CE VA Primary school is found to be posting libelous or defamatory comments on Facebook 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 pupil removes such comments immediately.

Cyber Bullying – we take very seriously the use of cyber bullying 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. The school will also consider its **legal options** to deal with any such misuse on social networking and other sites. They should not use social media as a medium to air any concerns or grievances.