

PARENT/CARER

CODE OF CONDUCT

Reviewed Sept 2026 **Next review Sept 2027**

Shenley Primary School Parent and Carer Code of Conduct

At Shenley Primary School, we believe that a respectful and supportive school community helps every child thrive. We value strong partnerships between parents, carers and staff. We are very fortunate to have supportive and friendly parents and carers, who recognise that educating children is a process that involves collaboration between parents, carers, class teachers and the wider school community.

As a partnership, our parents and carers will understand the importance of having a good working relationship to ensure that children are equipped with the necessary skills for life. For these reasons, we welcome and encourage parents and carers to participate fully in the life of our school. We expect members of our school community to respect our school values, respect our school environment and to set a good example of their own behaviour, both on school premises and at any events that take place at alternative venues.

This Parent and Carer Code of Conduct outlines the conduct we expect from all parents, carers and visitors. This is so that we can continue to flourish, progress and achieve in an atmosphere of mutual respect and understanding, where all can feel *happy, united and inspired*.

We expect parents, carers and visitors to:

- Respect the caring ethos of our school and treat all members of the school community with courtesy and kindness.
- Use calm and polite language including when raising concerns or discussing sensitive issues.
- Understand that teachers and parents/carers need to work together for the benefit of the children.
- Demonstrate that all members of the school community should be treated with respect and therefore set a good example in your own speech, communication and behaviour whether that be face to face, on the phone, via emails or on social media.
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue.
- Avoid using staff as threats to admonish children's behaviour.
- Respect confidentiality.
- Approach the school to help resolve any issues of concern.
- Encourage your child's learning by supporting school policies, homework expectations and attendance.
- Attend meetings and parent consultations, and engage in your child's progress.
- Avoid discussing school staff, pupils or other families negatively in front of your child.
- Support the school's approach to online safety and do not deliberately upload images, videos, sounds or text that could upset or offend any member of the school community.
- Follow school procedures for visiting, signing in and collecting children. Please inform the school if someone else is collecting your child.
- Supervise your children (including children who do not attend Shenley Primary School) before and after school hours while on school grounds.
- Show respect for school procedures and follow instructions at school events such as performances, sports days, school trips and events that take place outside of the school grounds. Instructions are given in the best interests of the children and are for safeguarding, health and safety reasons.
- Correct your own child's behaviour when on the school premises, where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Adhere to all safety guidelines provided by the school, including emergency procedures, parking restrictions, and health requirements.
- Please help us care for our school community and environment by switching off your car engine when parked outside the school during pick-up and drop-off.

- Not share images of Shenley Primary School children/adults (other than your own child if you wish) online or on any form of social media or electronic communication.
- Not bring animals (other than guide/service dogs) on to the school premises.
- Report any safeguarding concerns or incidents to the school promptly.

To support a peaceful and safe school environment, Shenley Primary School cannot tolerate parents, carers or visitors exhibiting the following:

- Approaching someone else's child in order to discuss or chastise them because of their actions towards your own child. Such an approach to a child may be seen to be an assault on that child and may have legal consequences. Please report concerns to school staff instead.
- Disruptive behaviour which interferes or threatens to interfere with school operations or activities (including events on the school grounds or sports team matches).
- Damaging or destroying school property.
- Using loud/offensive/language, swearing, cursing or displaying temper.
- The use of physical or verbal aggression towards another adult or child.
- Inappropriate, aggressive, threatening, or offensive language or behaviour at any time whether in person, by phone, through written communication/email/text, or online towards any adult or child from the Shenley Primary School community.
- Defamatory, offensive or derogatory comments or content regarding the school or any of the pupils/staff/governors/families on social media platforms (see Appendix 1). Please address concerns directly with the school through the correct channels following the Shenley Primary School Flowchart of Communication: https://www.shenleyprimary.co.uk/flowchart-of-communications
  Follow the Complaints Procedure if required, this can be found within the policy section of our website: https://www.shenleyprimary.co.uk/policies
  Follow the Policy and Code of Conduct for the acceptable use of Class/Year Parental WhatsApp Groups. These can be found within the policy section of our website: https://www.shenleyprimary.co.uk/policies
- Smoking, vaping and consuming alcohol (unless at authorised events) or taking illegal drugs whilst on the school premises.

To protect the privacy, wellbeing and professional integrity of staff, pupils and members of the school community, parents, carers and visitors are prohibited from making audio recordings, video recordings, photographs or live broadcasts of meetings, conversations or interactions with school staff whilst on school premises, unless expressly authorised in advance by the Headteacher.

Breaches of the Code of Conduct

If the school suspects, or becomes aware, that a parent/carer or visitor has breached the code of conduct, the school will gather information from those involved. In the event of any parent/carer or visitor of the school breaking this code then proportionate actions will be taken. These may include:

· Written communication
· Meetings with school leadership
·Set boundaries and limitations for future communications
· Restrictions on access to the school site or attendance at school events
· Contacting the appropriate external authorities.

The school will always respond to an incident in a proportional way. In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the school will seek advice from our legal team/the HCC legal team regarding further action.
Please note that the Headteacher will consult the Chair of Governors before banning a parent from the school site.

Acknowledgment and Support
We trust that all families will assist our school with the implementation of the Parent and Carer Code of Conduct as part of our shared commitment to creating a respectful, safe and supportive environment for all.
It is important for parents and carers to make sure any persons collecting their children are aware of this Code of Conduct. Thank you for your continuing support of Shenley Primary School.

Appendix 1:

Inappropriate use of Social Network Site

Social media websites and messaging apps are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/pupils. The Governors of Shenley Primary School consider the use of social media websites and messaging apps being used in this way as unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, the Headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned. In the event that any pupil or parent/carer of a child/ren being educated in Shenley Primary School is found to be posting libellous 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. In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly is the issue of cyber bullying and the use 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. Thankfully such incidents are extremely rare.