Ashford Hill Primary School

Be the best we can be

Name of Policy	Parents' Code of Conduct
Scope of Policy	All interactions between parents/carers and the school
Approved by	Principal
Date of Approval	September 2026
Review period	Annually
Review Date	September 2027

Introduction
This code of conduct aims to help schools in the Thames Learning Trust work together with parents and carers by setting guidelines on appropriate behaviour.

Positive collaboration between home and school is essential in promoting the wellbeing, behaviour and academic progress of every child.

For the purpose of this document, we use the term 'parents' to refer to:

- Anyone with parental responsibility for a student
- Anyone caring for a child (such as grandparents or child-minders)

1. Purpose and scope

This policy applies to all interactions between parents/carers and the school, including in-person, written, digital, and social media communication.

At Ashford Hill Primary, a Thames Learning Trust School, we believe it's important to:

- Work in partnership with parents/carers to support their child's learning
- Create a safe, respectful and inclusive environment for students, staff and parents
- Model appropriate behaviour for our students 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 students (through our Behaviour Policy). This policy addresses the conduct of parents, both whilst on school site, at school events and whilst engaging with members of school staff outside of school hours.

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 students
- Maintain reasonable expectations for staff response to general communications (within 2 working days where reasonably practicable)
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a reasoned and reasonable solution to all issues
- Seek to clarify a child's version of events with the school's view to bring about a peaceful solution to any issue
- Correct their own child's behaviour (or those in their care) on school grounds, where it could lead to conflict, aggression or unsafe conduct
- Bring any behaviour incidents or matters of concern involving other pupils to a member of staff's attention
- Follow the school's communication pathway or escalation process to raise and resolve concerns appropriately.

3. Behaviour that will not be tolerated

The following behaviours are considered serious breaches of this code and may result in appropriate action being taken.

- Swearing, or using offensive language
- Threatening a member of school staff, Governor, visitor, fellow parent or student, regardless of whether or not the behaviour constitutes a criminal offence
- Raising one's voice, using aggressive tone or body language
- Damaging or destroying school property
- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Abusive or threatening e-mails or text/voicemail/phone messages or other written communication
- Unreasonable demands upon school staff to respond to a parental query, or expectations for staff to communicate outside of normal working hours
- Frequent or repeated contact that is unreasonable in volume or tone
- Communicating with school staff regarding concerns which have already been resolved
- Making serial and unreasonable complaints (please see complaints policy)
- Communicating with school staff in such a way that is obsessive, persistent, harassing, prolific, defamatory or repetitive
- Making unreasonable demands upon the school or school staff
- Refusing to co-operate with school staff in a reasonable manner
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Any unauthorised audio or video recordings of school staff or students may constitute a breach of privacy and data protection regulations.
- Inappropriate or sexualised comments or behaviour towards staff
- Use of unreasonable and/or unlawful punishment against your child.
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Disciplining, approaching or interrogating another person's child that is not in your care, including online – please bring any behaviour incidents to a member of staff's attention
- Inappropriate contact with school pupils, including through messaging and use of social media platforms
- Smoking (including vapes) or drinking alcohol on the school premises, or at school events and trips, (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs) on school site, or at school events and trips
- Attending school site, events and trips under the influence of drugs (including legal highs) or alcohol
- The school does not permit electronic recordings of meetings or telephone calls by parents or staff without the explicit prior permission of all involved, and in agreement with senior managers
- Taking or sharing pictures or videos including other people's children at school site, events or trips.

This list is not comprehensive, and the school may highlight other behaviours to parents as being unacceptable if appropriate. If appropriate, the school may also follow its child protection procedures, as set out in the school's Child Protection and Safeguarding Policy.

We trust that parents will assist our school with the implementation of this policy, and we thank you for your continuing support of the school. Thank you for being partners in maintaining a safe and respectful school environment.

4. Breaching the code of conduct

Responding to Incidents Immediately:
Should any of the above behaviour occur on school premises or be school related i.e. online, the school may take the following immediate actions to address the incident:

- Ending a meeting if this behaviour is displayed
- Not replying to communications that are offensive, abusive or derogatory
- Insist that the adult communicates with the school through one member of staff only
- Contact the appropriate authorities
- Asking the offending adult to leave the school grounds

Responding to Other Concerns:
If the school becomes aware of, or suspects, a breach of the code of conduct by a parent- whether following a specific incident or due to ongoing behaviour not linked to a single event- the school will gather relevant information from those involved and discuss the matter directly with the parent.

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

- Send a warning letter to the parent
- Limit contact by allocating one key staff member to communicate with
- Invite the parent into school to meet with a senior member of staff or the Principal
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the Trust's legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site

This list is not comprehensive, and the Principal may take other actions as appropriate depending on the nature of the incident. 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 Principal.

If a parent is unhappy with how the school has applied this policy, they may wish to submit a complaint following the Thames Learning Trust's Complaint Policy.