



**St Barnabas and St Philip's CE
Primary School**

Parent Code of Conduct

Expectations for respectful conduct in person and online

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1 Purpose and scope

At St Barnabas and St Philip's CE Primary School, we are committed to working in partnership with families. Respectful relationships help us support children's learning, wellbeing and safety and enable concerns to be resolved promptly and fairly.

This code sets out the behaviour expected of parents, carers and visitors in person, in writing and online. It applies on school premises, at school events and trips, at sporting fixtures and whenever conduct relates to the school or members of its community.

In this code, 'parents' includes anyone with parental responsibility and anyone caring for a child, including relatives and childminders.

Nothing in this code prevents a parent from raising a genuine concern, making a complaint through the school's published procedure, seeking independent advice or reporting a safeguarding concern to the appropriate authority. The expectation is that this is done responsibly, through the correct channels and without targeting individuals.

2 Our expectations of parents and carers

We expect parents, carers and visitors to:

- Respect the Christian ethos, vision and values of the school.
- Work with staff in the best interests of pupils and recognise the school's responsibility to consider the needs and rights of all children.
- Treat pupils, staff, governors, other parents, visitors and neighbours with courtesy and respect.
- Model appropriate language and behaviour for children at all times.
- Raise concerns calmly, factually and through the appropriate member of staff or the school office.
- Allow the school a reasonable opportunity to establish the facts and respond before drawing or sharing conclusions.
- Respect school decisions made in accordance with published policies, while using the proper process if they wish to challenge a decision.
- Supervise children in their care and address their behaviour where it could cause conflict, distress or danger.
- Follow school rules on safeguarding, site security, photography, parking, smoking and the use of mobile phones.

3 WhatsApp groups and other online communication

Parent-run WhatsApp groups and similar online groups are not managed, monitored or endorsed by the school. They can be useful for friendly reminders and practical arrangements, but they must not become a substitute for direct communication with the school.

When using WhatsApp, social media, messaging apps or other online forums in connection with the school, parents are expected to:

- Keep messages respectful, accurate and relevant to practical class or school matters.

- Contact the school directly about a concern, rather than debating it in a group, canvassing support or encouraging others to make complaints.
- Avoid speculation, gossip or the circulation of unverified information about pupils, families, staff, governors or school decisions.
- Never name, identify, criticise or discuss another person's child, including details of behaviour, learning, additional needs, family circumstances or safeguarding matters.
- Never share private correspondence, screenshots, photographs, recordings or personal information without the consent of everyone concerned, except where information must be passed to the school or an appropriate authority to report a genuine concern.
- Avoid contacting staff through their personal telephone numbers, social-media accounts or private messaging services. Use the school's published communication channels.
- Respect a person's decision not to join a group, to leave a group or not to respond outside reasonable hours.
- Remember that deleting a message does not prevent it from being copied, forwarded or retained.

Group administrators are encouraged to remind members of these expectations and to remove posts or members where conduct is abusive, discriminatory, intimidating or repeatedly inappropriate. The school cannot moderate private groups, but it may act under this code where online conduct affects a pupil, member of staff, family, school operation or the wider school community.

4 Behaviour that will not be tolerated

The following conduct is unacceptable, whether it takes place face to face, by telephone, in writing or online:

- Abusive, insulting, humiliating, discriminatory, defamatory or threatening language or behaviour.
- Shouting, swearing, displaying aggression or deliberately intimidating another person.
- Harassment, bullying, repeated hostile contact or a campaign directed at a pupil, parent, member of staff or governor.
- Disrupting, or threatening to disrupt, lessons, school operations, events, trips or sporting fixtures.
- Approaching, questioning or disciplining another person's child. Concerns about a pupil must be reported to staff.
- Posting or sending malicious, offensive or derogatory comments about the school or a member of its community.
- Publishing allegations as fact before the school has had an opportunity to investigate and respond.
- Sharing confidential or personal information about pupils, families or staff, including screenshots of private communications.
- Taking photographs, video or audio recordings on school premises, or of pupils or staff at school events, contrary to school instructions or without appropriate consent.
- Using photographs or recordings of other people's children on social media without parental consent.
- Making covert recordings of meetings or conversations without the agreement of those present, unless there is a lawful and compelling reason that has been explained to the school.
- Using physical punishment against a child on school premises.
- Smoking or vaping on school premises, drinking alcohol unless authorised for a particular event, or possessing or using illegal drugs or legal highs.
- Bringing dogs onto school premises, other than assistance dogs or where the school has given permission.
- Entering restricted areas, refusing to follow reasonable instructions from staff, or breaching site-security arrangements.

5 Raising concerns and complaints

Most concerns are best resolved quickly by speaking to the appropriate member of staff. Parents must normally contact the class teacher first about classroom matters or the school office if they are unsure whom to approach. If the matter cannot be resolved at this stage, the school office will arrange for it to be

considered by the appropriate senior leader. Parents should not contact the headteacher directly as a first point of contact.

Parents should use the school's complaints procedure where a concern cannot be resolved informally and follow each stage in order. Safeguarding concerns should be reported promptly through the school office and will be passed to the designated safeguarding lead. Complaints about the headteacher should be directed to the chair of governors in accordance with the complaints procedure.

The school will listen, establish the relevant facts, maintain appropriate confidentiality and respond within the timescales set out in the relevant policy. Parents must allow this process to take place and should not question other children, confront other families or attempt to conduct their own investigation.

6 Breaches of this code

When the school suspects or becomes aware of a breach, it will gather relevant information and, where appropriate, give the parent an opportunity to respond. Action will be proportionate to the seriousness, frequency and impact of the conduct.

For a first low-level breach, the school will normally give a verbal or written reminder of the expected conduct. If the behaviour stops, no further action will usually be taken. A serious incident, repeated conduct or an immediate safeguarding or safety risk may require the school to move directly to a formal response.

Depending on the circumstances, the school may:

- Ask for offending online content to be removed and not repeated.
- Require future communication to use a named contact, a specified channel or agreed boundaries.
- Invite the parent to meet the appropriate senior leader.
- Issue a formal warning and keep an appropriate record of the incident.
- End a meeting or telephone call if behaviour becomes abusive or unsafe.
- Restrict attendance at meetings or events, or require meetings to take place by appointment with another person present.
- Contact the police, local authority, safeguarding services or another appropriate authority where conduct may be criminal or presents a risk.
- Seek legal advice, including in relation to harassment, defamation, data protection or persistent unreasonable behaviour.
- Restrict or withdraw permission to enter the school site, following the appropriate process.

The school's senior leadership team will decide the appropriate response, with matters escalated internally in line with their seriousness. The chair of governors will be consulted before permission to enter the school site is withdrawn, except where immediate temporary action is required to protect safety while the matter is considered. Any restriction will be confirmed in writing, kept under review and will include information about how the parent may make representations.

The school will record and retain information about breaches only where necessary and in accordance with its data-protection and records-management responsibilities.