



Hilpertons Church of England Voluntary Controlled Primary School

Parent Code of Conduct

Policy Ratified: March 2026

Next Policy Review Date: March 2029

Policy Reviewed: Every 3 years

Policy Reviewed by: Staffing and Resources Committee

Policy Ratified by: Staffing and Resources Committee

This is a Non-Statutory Policy

This policy is drawn from the Key and other sources

Hilperton CofE Primary School Code of Conduct for Parents, Carers and Visitors

This Code of Conduct is an unsigned agreement between Parents, Carers, Visitors and Hilperton CofE Primary School.

1. Purpose and Scope

Hilperton CofE Primary is a caring and respectful school which aims to create a positive and stimulating learning environment in which every individual has the opportunity to soar. We value the relationship we have with our very dedicated and supportive school community where staff, governors, parents and carers all recognise that the education and wellbeing of our children is a partnership between us all.

We expect our whole school community to respect our school ethos, keep our school tidy and set a good example through their own behaviour both on school premises and when accompanying children on school visits. We also expect our parents, carers and visitors to keep our children safe, e.g. by adhering to the school's request to drive and park safely during morning and afternoon collections.

The best outcomes for children come when a safe, respectful and inclusive environment is created for pupils, staff and parents. To help us achieve 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).

This code of conduct aims to help the school work together with parents by setting guidelines on their appropriate behaviour and to provide expectations around the conduct of all parents, carers and visitors connected to our school. It 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.

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)

2. Complaints Policy

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 or misconceptions take place, please contact your child's teacher or the Headteacher, who will try to resolve any concerns. Where issues remain unresolved, please follow the school's complaints procedure, outlined in the Complaints Policy, which is available on the school website or a copy can be requested from the school office.

3. Our expectations of Parents and Carers

Holding the above principles in mind, we expect parents, carers and visitors to:

- Respect the caring ethos and values of the school
- Work together with staff in the best interest of their children and others
- Treat all members of the school community with respect, setting a good example by using appropriate language and behaviour
- Correct their child's actions especially where it could lead to conflict, aggressive or unsafe behaviour – both on and off the school premises
- Use an appropriate manner and approach when asking a member of staff to resolve an issue
- Respect that the school may need to work with a child in order to clarify their version of events in order to bring about an appropriate solution to an issue
- Seek a peaceful solution to all issues

4. Behaviour that will not be tolerated

In order to support a peaceful and safe school environment the school will not tolerate parents, carers or visitors exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with any of the school's operations or activities anywhere on the school premises
- Any inappropriate behaviour on the school premises
- Using loud or offensive language or displaying temper
- Intimidating or threatening, in any way, a member of school staff, governor, visitor, fellow parent/carers or pupil
- Damaging or destroying school property
- Sending abusive or threatening e-mails or text/voicemail/phone messages/social media posts/Dojos or other written or electronic communications to anyone within the school community
- Posting, sharing or promoting harmful, defamatory, offensive or derogatory comments regarding the school or any of the pupils/parent/staff, at the school on any social media platforms (See Appendix 1)
- Sharing recordings of members of staff in a way that breaches data protection law;
- The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment against your own child on school premises
- Approaching someone else's child in order to discipline, 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 school premises (other than guide dogs, intervention dogs, or for educational purposes)
- Inappropriate, aggressive or dangerous driving on residential roads outside or on the approach to school

5. Breaching the code of conduct

If the school suspects, or becomes aware that any of the above has occurred on school premises or in connection with the school, the school will talk to those involved, gather any further information necessary and respond to the incident in a proportional way, in line with the school's Unacceptable, Violent and Abusive Behaviour in Parents Policy. This could result in the parent's contact with the school being limited or restricted, or the parent being banned from the school premises.

In cases where the unacceptable behaviour is considered to be a serious or potentially criminal matter, the appropriate authorities will be contacted including 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 could also include anything that could be seen as a sign of harassment of any member of the school community, such as any form of harmful or insulting social media post or any form of social media cyber bullying.

In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the school will refer the matter to the County Council's Legal Team for further action.

Thank you for abiding by this code of conduct in our school. Together we create a positive and uplifting environment not only for the children but for our entire school community.

Please can you share this code of conduct with any persons collecting / dropping off your children at the school.

APPENDIX 1

Issues of Conduct Concerning the use of Social Media

Most people take part in online activities and social media. It's fun, interesting and keeps us connected. 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, Headteacher, school staff, governors, other parents or children.

If parents have any concerns about their child in relation to the school they must be made through the appropriate channels by speaking to the class teacher, the Headteacher or by using the procedures outlined in the Complaints Policy, where they will be dealt with fairly, appropriately and effectively for all concerned.

We take very seriously the inappropriate use of social media by a parent to publicly humiliate or criticise another parent, member of staff, child or the school as a whole.

Online activity which we consider inappropriate:

- Abusive or personal comments, images/videos about staff, governors, children or other parents
- Bringing the school into disrepute
- Posting defamatory or libellous comments, images or videos
- Emails 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 (including Identifying or posting images/videos of children for this purpose)
- Threatening behaviour, such as verbally intimidating staff, or using bad language
- Breaching school security procedures

The Department for Education/Government and Governors of Hilperton CofE Primary School considers the use of social media websites being used in this way as unacceptable.

Libellous or Defamatory posts - In the event that any pupil or parent/carer of a child/children at Hilperton CofE Primary School is found to be posting libellous or defamatory comments on any social media sites, they will be reported to the appropriate 'report abuse' section of the 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 any child or parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying.

At Hilperton we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above.

The school will also consider its legal options to deal with any such misuse on social networking and other sites.