



Working together

Our Parent and Carer Code of Conduct — what it asks, in plain English

Children copy the way the adults around them speak to each other. This Code is the agreement between home and school about how we all behave — and it asks as much of us as it does of you.

What you can expect from us

- We treat you and your child with courtesy, respect and honesty.
- We listen to your concerns and take them seriously.
- We reply to messages within 2 school days, with a full answer within 5.
- We explain the reasons for decisions about your child.
- We are honest when something has gone wrong, and put it right.
- We keep you informed about progress, welfare and behaviour.
- Raising a concern will never count against you or your child.

What we ask of you

- Treat everyone with respect — in person, on the phone, in writing and online.
- Set the example you want your child to follow.
- Raise worries early, calmly, and with the right person.
- Manage your own child's behaviour on site — never physically.
- Bring concerns about another child to a member of staff, not to their parent.
- Supervise younger brothers and sisters while you are on site.
- Keep us up to date with contact details, medical needs and court orders.

Behaviour that will not be tolerated

- Aggressive, threatening or abusive behaviour, or violence of any kind.
- Shouting at, or raising your voice aggressively towards, staff, pupils or other parents.
- Swearing, offensive language or aggressive gestures.
- Harassment, bullying or conduct that causes alarm or distress.
- Discriminatory language or conduct of any kind.
- Approaching, questioning or telling off someone else's child.
- Abusive or defamatory posts, comments or messages online.
- Deliberately false or malicious allegations.
- Persistent or excessive contact that stops staff doing their jobs.
- Propping open doors or gates, or letting others through them.
- Alcohol, drugs, smoking or vaping on the school site.
- Recording a meeting or filming on site without agreement.

At the school gate

- Park and drop off only where the road markings allow — never on the zig-zags or a dropped kerb.
- Never block a neighbour's driveway, even for a moment.
- Switch your engine off when you are stationary. Fumes sit at child height.
- Follow the directions of staff on duty at the gate.
- Seat belts and car seats every journey; children out on the pavement side.
- Collect on time. If you are held up, ring the office and name the adult collecting.



Something on your mind?

How to raise a concern, and what happens if the Code is broken

Who to talk to — in this order

1

Your child's class teacher

Ring the office and ask for a convenient time. Almost everything is sorted out here. Please don't raise it at the classroom door — staff are supervising children.

2

Your child's Year Group Lead

For anything the class teacher cannot resolve, or that is too serious for them to deal with alone.

3

The Headteacher

If the matter is still unresolved after speaking to the Year Group Lead.

4

A formal complaint to governors

Our Complaints Procedure sets out the stages and timescales. It is on the website and at the office.

Before you post online

Our pupils read what adults write about their school. Please bring it to us instead.

- Social media cannot resolve a concern — we can.
- Comments about named individuals may be defamatory, may amount to harassment, or may be a criminal offence.
- If a pupil has alleged that a teacher committed a criminal offence, naming that teacher online is itself a criminal offence, punishable by a fine.
- Class and year group chats are not official school channels. We do not see them, so tell us directly if something happens there.

Three things we promise

- **Your child** will never be disadvantaged, treated differently or told about it because of something an adult has done or a complaint you have made.
- **Any restriction** will be put in writing with reasons, limited in time, and reviewed. You can put your side to the Chair of Governors.
- **You can always reach us** — nothing in the Code stops you contacting school in an emergency, reporting a safeguarding concern, or taking part in meetings about your child's education, SEND or an exclusion.

If the Code is broken, what happens next

We always start with the smallest step that will work. Almost every issue stops at the first one, and in most years no parent goes beyond it.

A quiet word

An informal conversation and a reminder of the Code.

A letter

We write to you setting out our concerns, or issue a formal warning.

A meeting

You are invited in to meet a senior leader or the Headteacher.

A communication plan

One named contact and an agreed way of keeping in touch — and a timescale we must meet too.

Site restriction

In serious cases, permission to come on site is limited or withdrawn, with alternative arrangements made.