TrustEd Schools

Stokesay Primary School

Parent / Carer Code of Conduct

Review frequency	Annually
Date of determination	11/11/26
Committee	Stokesay LGB
Date of next review	September 27
Policy owner	William Vaughan

Contents

Statement of ethos and values
1. Purpose and scope
2. Legal and policy framework
3. Expectations of parents, carers and visitors
4. Behaviour that will not be tolerated
5. Communication with the school
6. Managing breaches of the code
7. Restricting communication
8. Barring from the school premises
9. Monitoring and review
Appendix A: Parent and carer summary
Appendix B: Visitor brief

Statement of ethos and values

At Stokesay Primary School, we aim to enable every pupil to develop academically, socially and emotionally. We work in partnership with parents and carers to create a safe, respectful and inclusive community in which pupils can thrive.

Parents, carers and visitors make an important contribution to school life. This code sets clear expectations so that concerns can be resolved constructively and everyone can feel safe and respected.

At TrustEd we are committed to providing a safe, respectful and inclusive environment for our pupils, staff and wider school community. We expect all members of our community, including pupils, parents, carers, visitors and other third parties, to treat school staff and others with dignity and respect at all times.

Discrimination and harassment will not be tolerated. This includes sexual harassment and discrimination or harassment related to a protected characteristic, such as age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

This expectation applies to behaviour in person, in writing, by telephone, by email, through social media and through any other form of communication. Concerns and complaints should be raised appropriately and respectfully through the school's established procedures. Where behaviour is discriminatory, harassing, abusive, threatening or otherwise unacceptable, the school will take appropriate and proportionate action to address the behaviour and protect pupils, staff and members of the school community.

1. Purpose and scope

This code applies to parents, carers and visitors whenever they are communicating with or visiting the school, attending school events, representing the school community, or communicating online about matters connected with the school.

For simplicity, the term "parents" includes anyone with parental responsibility for a pupil and anyone caring for a child, such as a grandparent or childminder. The visitor-specific expectations in Appendix B apply to all visitors.

The code should be read alongside the school's Communication Policy for Parents and Staff, Complaints Policy, Safeguarding and Child Protection Policy, Behaviour Policy, Online Safety Policy and Staff Code of Conduct.

2. Legal and policy framework

This code has regard to relevant legislation and guidance

3. Expectations of parents, carers and visitors

We expect parents, carers and visitors to:

- Act in accordance with this code at all times and support the school's ethos, vision and values.
- Work with staff in the best interests of pupils and seek peaceful, constructive solutions to concerns.
- Treat pupils, staff, governors, other parents and visitors with dignity and respect, including in speech, writing and online communication.
- Set a positive example to pupils through their conduct.
- Use the appropriate school contact route and allow staff a reasonable period to investigate and respond, in line with the Communication Policy.
- Provide accurate information, explain the concern clearly and engage with the school's complaints procedure where appropriate.
- Clarify their child's account with the school before drawing conclusions or approaching another child or parent.
- Address their own child's behaviour appropriately where it could lead to conflict, aggression or unsafe conduct.
- Respect the school's safeguarding, security, privacy, photography, parking and site-access arrangements.
- Respect school property and help keep the premises clean and safe.

4. Behaviour that will not be tolerated

The school will not tolerate behaviour that disrupts its work, undermines safety or causes members of the school community to feel threatened, intimidated, harassed or abused. This includes:

- Disrupting, or threatening to disrupt, school operations, lessons, meetings, events, fixtures or activities.
- Swearing, shouting, displaying a temper, using offensive language or making threatening or aggressive gestures.
- Threatening, intimidating, harassing, bullying or discriminating against any member of the school community, whether face to face, in writing, by telephone or online.
- Physical violence, unnecessary physical contact or any conduct that creates a risk of harm.
- Using physical punishment against a child while on school premises.
- Sending abusive, aggressive, threatening or persistently unreasonable messages by email, text, telephone, social media or another platform.
- Publishing abusive, offensive, discriminatory, knowingly false or defamatory content about the school or a member of its community.
- Approaching, confronting, reprimanding or attempting to discipline another person's child. Concerns must be raised with school staff.
- Approaching another parent in a confrontational manner about an issue between children.
- Trespassing, refusing to leave when asked, breaching safeguarding or security procedures, or entering restricted areas without permission.
- Damaging or misusing school property.
- Recording a meeting or conversation without making this clear in advance and obtaining agreement from those involved, unless there is a lawful reason that has been discussed with the school.
- Taking photographs or videos on school premises without permission.

- Smoking, vaping, consuming unauthorised alcohol, or possessing or taking illegal or harmful substances on school premises.
- Bringing dogs onto the premises, other than assistance dogs or where the headteacher has given prior permission.
- Driving or parking unsafely on or near school grounds.
- Requesting to follow or "friend" members of staff through personal social media accounts.

5. Communication with the school

Parents / carers should communicate with the school in line with the Communication Policy for Parents and Staff. In particular, parents should:

- Use the published contact routes and contact the person or role best placed to help.
- Keep communication respectful, relevant and proportionate.
- Avoid repeated contact about the same matter while it is being considered.
- Allow the school's published response times and recognise that complex matters may require investigation.
- Use the Complaints Policy where a concern cannot be resolved informally.
- Raise urgent safeguarding or welfare concerns promptly through the school's published arrangements. Where there is an immediate risk of harm, contact the emergency services or the appropriate safeguarding agency.

6. Managing breaches of the code

If the school suspects or becomes aware of a breach, it will gather relevant information, consider the accounts of those involved and, where appropriate, speak to the parent about the incident.

The school will respond proportionately, taking account of the seriousness, frequency, impact and context of the behaviour, any previous incidents, safeguarding considerations and any reasonable adjustments that may be required.

Depending on the circumstances, the headteacher or most senior member of staff available may:

- End a telephone call, meeting or exchange that has become abusive or unproductive.
- Ask the person to leave the premises immediately.
- Give advice, an informal reminder or a written warning.
- Invite the parent to meet a senior leader or the headteacher to agree how future contact will be managed.
- Restrict channels, frequency or points of contact in accordance with section 7.
- Report online content to the relevant platform or seek its removal.
- Seek advice from the trust's legal team, the local authority or another appropriate professional adviser.
- Contact the police or another relevant authority where behaviour may be criminal or presents a risk.

- Make a referral to children's social care where behaviour indicates that an adult may pose a risk to children.
- Begin the process for barring the person from the premises.

Any safeguarding concern will be managed under the Safeguarding and Child Protection Policy. The final decision about the school's response rests with the headteacher, subject to the school's governance and delegation arrangements.

7. Restricting communication

Persistent, excessive or unreasonable contact may be managed under the Communication Policy for Parents and Staff. Wherever possible, the headteacher will explain the concern and give the parent / carer an opportunity to change their behaviour before restrictions are imposed.

A written communication plan may specify:

- The reasons for the arrangements.
- The permitted method and frequency of contact.
- A named point of contact.
- How urgent safeguarding or welfare matters should be raised.
- The duration of the arrangements and the review date.

Restrictions will be proportionate, will not prevent a parent from receiving essential information about their child, and will be reviewed at the stated time.

8. Barring from the school premises

The school may bar a parent / carer or visitor from the premises where this is necessary to protect pupils, staff or others, or to maintain the orderly operation of the school. This may follow persistent inappropriate behaviour or a single serious incident.

Unless an immediate temporary bar is necessary because of the seriousness of the incident, the school will normally:

- Write to the person explaining why a bar is being considered.
- Invite written representations within [10 working days or locally agreed period].
- Consider those representations before reaching a final decision.
- Confirm the decision, duration, scope and review date in writing.
- Provide a route for review by Chair of Governors in accordance with the school's governance arrangements.

Where an immediate temporary bar is imposed, the person will still be given an opportunity to make representations before a longer-term decision is confirmed. Barring arrangements will not prevent necessary communication about a child; the school will specify alternative arrangements.

A barred person who enters the premises without permission, or causes a disturbance, may be removed and may be liable to prosecution under section 547 of the Education Act 1996. The school may contact the police where necessary.

9. Monitoring and review

The headteacher will monitor implementation of this code. It will be reviewed every year, or sooner if legislation, guidance or school circumstances change.

The code will be made available to parents, carers, staff and visitors through the school website. Significant changes will be communicated to the school community.

Appendix A: Parent and carer summary

I understand that, as a member of the school community, I am expected to:

- Treat everyone with respect and communicate calmly and appropriately.
- Work with the school to resolve concerns through the correct channels.
- Not threaten, abuse, intimidate, discriminate against or harass anyone connected with the school.
- Not approach or discipline another person's child.
- Not publish abusive, offensive, knowingly false or defamatory content about the school or its community.
- Respect site security, safeguarding, photography, smoking, substance and parking rules.
- Follow any reasonable communication plan or site-access arrangement put in place by the school.

Parents and carers are taken to have accepted this code when their child joins Stokesay Primary School and when using school services or attending the premises. The school will make the code readily available and will draw attention to it where concerns arise.

Appendix B: Visitor brief

Welcome to Stokesay Primary School. Please follow the school's visitor and safeguarding arrangements:

- Report to reception, provide appropriate identification, sign in and wear the visitor badge or lanyard at all times.
- Follow the instructions of the member of staff hosting the visit and remain only in authorised areas.
- Treat all pupils and adults with dignity and respect. Do not raise your voice, use offensive language or make threatening gestures.
- Do not photograph, film or record on site without the headteacher's prior permission.
- Use mobile devices only in our Reception area.
- Report any concern about a child immediately to the Designated Safeguarding Lead or a Deputy Designated Safeguarding Lead. Do not investigate the concern yourself.
- In an emergency, including fire or lockdown, follow staff instructions immediately.
- Return the badge or lanyard and sign out before leaving.
- This is a no-smoking and no-vaping site.

Signing in confirms that you have read and agree to follow these expectations.