

Parent and Carer Code of Conduct

Date	Review Date	Coordinator	Nominated Governor
September 2026	September 2028	Laura Oakes	Governing Body

At Longleaze Primary School, we believe it's important to:

- Work in partnership with parents and carers to support their child's learning.
- Create a safe, respectful, and inclusive environment for pupils, staff and parents.
- Model appropriate behaviour for our pupils at all times.

The purpose of this policy is to outline the behavioural expectations and the conduct we require from every individual who visits or interacts with our school.

At Longleaze Primary School we aim to provide all our Longleaze Learners with 'learning for life' skills that will support them in school and in later life. Our school provides a stimulating, wide-ranging education which challenges all children to achieve, both academically and socially while feeling happy and secure. As a school we value the support of the local community and aim to play our part in local life. The staff at Longleaze believe it is very important that every child feels happy and secure at school, and we do our best to ensure this. We pride ourselves on the care and guidance that we provide. This is underpinned by an effective partnership between parents, staff, members of the school's Governing Body and the school community.

High standards of behaviour are required of pupils, and staff are expected to always act professionally. The positive support of parents and carers is valued by the school.

This policy has been adopted and agreed by Longleaze Primary School's Governing Body. It provides a reminder to all parents, carers and visitors to our school about the conduct expected of them. It sets out both what they should aim to do and conduct which will not be tolerated. This is so we can continue to provide the best outcome for our pupils in an atmosphere of mutual understanding.

This policy complements the school's 'Complaints Policy' which is designed to handle concerns or complaints in a sensitive and mutually supportive manner (see the school website or contact the school office).

Our expectations of parents and carers

We expect parents and carers (and, where appropriate, visitors) to:

- Respect the values of Longleaze Primary School
- Work together with school staff for the benefit of their child/ren
- Treat all staff members and school governors with respect using appropriate language and behaviour (this includes both verbal and written communication)
- Approach the school in a polite manner to help resolve any issues of concern
- Where appropriate, clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue
- Promote good behaviour of your own child/ren particularly in public, where it could lead to conflict, aggression or unsafe conduct.

To support a calm, purposeful and safe school environment, the school will not tolerate parents, carers or visitors exhibiting the following:

- Disruptive or other inappropriate behaviour which interferes or threatens to interfere with any of the school's operation or activities anywhere on the school premises
- Approaching another parent or child to discuss or chastise them because of an issue in school between the children. Please talk directly to a member of staff to enable us to resolve any problems.
- Using loud or offensive language or displaying temper.
- Threatening, in any way, a member of school staff, governor, visitor, fellow parent/carer or pupil
- Using physical or verbal aggression towards another adult or child
- Any other behaviour, verbal or otherwise, which could be considered to be inappropriate, offensive, or abusive
- Sending abusive or threatening e-mails, text/voicemail/phone messages, or other written communications to the school or its' staff members
- Defamatory, offensive or derogatory comments whilst on school premises (or regarding the school, pupils, parents, carers, staff or governors)
- Posting online defamatory, offensive or derogatory comments, including those that are misleading or contain inaccuracies relating to the school, pupils, staff, governors' parents or carers
- Damaging or destroying school property
- Smoking, vaping, taking illegal drugs or the consumption of alcohol on school premises (alcohol may only be consumed during authorised events)
- Bringing dogs onto the school premises (other than guide dogs)
- Taking photographs with phones or other devices on school premises without permission from the school.

Breaching the code of conduct

If the school suspects, or becomes aware, that a parent/carer has breached the code of conduct, the school will gather information from those involved and speak to the parent/carer about the incident.

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

- Send a warning letter to the parent/carer
- Invite the parent into school to meet with a senior member of staff or the headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the local authority's legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site

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 headteacher.

The headteacher will consult the chair of governors before banning a parent from the school site.

We ask that parents and carers ensure they make all persons who may collect their child from school (named contacts) are aware of this policy.

We trust that parents, carers and visitors will assist our school with the full implementation of the code of conduct, and we are grateful for your continued support of the school.