



Parent Code of Conduct Policy

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1. Purpose and scope

At Grand Avenue Primary and Nursery School, we believe it's important to:

- Work in partnership with parents 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

To help us do 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 Parent code of conduct aims to help the school work together with parents by setting guidelines on appropriate behaviour.

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. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school
- Work together with staff in the best interests of our pupils
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful solution to all issues
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern

3. Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language
- Wearing items of clothing with offensive language on such as swear words or racist terms.
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Recording/filming/photographing another person or their child without consent
- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)

- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than guide/assistance dogs)

This is not an exhaustive list but seeks to provide illustrations of poor behaviour. Whilst the use of such behaviour is unacceptable in all circumstances, the School has a duty of care to protect the children in our care from being exposed to such behaviour (whether or not directed at them).

3.1 Parent Disputes

Disputes where both parties hold parental responsibilities or caring responsibilities over a child/children

We recognise that many of our pupils live in families where parents or guardians live apart but share responsibility. In these instances, the school maintains a strictly neutral stance. Our primary focus is the safety, academic progress and emotional well-being of the child.

Where there is a dispute between the parents, the school will not act as a mediator or a messenger. We expect parents to communicate directly regarding school-related matters (e.g. permission slips, attendance and extracurricular activities). If the school receives conflicting instructions from parents with joint responsibility, we will maintain the *status quo* or follow existing court orders until a written agreement or a new court order is provided. Unless a specific court order states otherwise, both parents are entitled to receive school reports and attend parent-teacher consultations. We encourage parents to attend these meetings together when possible; however, separate meetings may be arranged at the school's discretion if it serves the best interest of the staff and child.

It is the responsibility of the parents to provide the school with the most recent and certified copies of any court orders (Custody Agreements or Restraining Orders). Both parents must agree on the emergency contact list. The school cannot arbitrarily remove a parent with legal responsibility from the contact list without a legal directive.

Disputes between members of the parent community (not related)

Personal or private disputes between families (including those occurring off-school grounds or on social media) must not be brought onto school grounds. The school is a professional and educational environment; it is not a forum for the resolution of private grievances. Parents are encouraged to resolve differences privately and civilly. Under no circumstances should a parent approach, interview or reprimand another family's child regarding a dispute. All concerns regarding the behaviour of another pupil must be directed to school staff only. Parents should refrain from involving other families in their private disputes, as this creates "factions" that can disrupt the broader school culture.

The school maintains a neutral position in all parental disputes, prioritising the welfare and education of the child. While committed to supporting families, the school does not mediate private disagreements. Conduct violating the standards in Section 3 will be addressed per the procedures in Section 4. To ensure impartial outcomes, all formal actions are based on documented evidence and direct observation, ensuring a clear and objective response to any situation.

3.2 Malicious or vexatious allegations

While the school encourages the reporting of genuine concerns in good faith, it maintains a zero-tolerance policy toward malicious or vexatious allegations intended to harass others, damage reputations or gain leverage in private disputes. The school reserves the right to identify and address behavior where a parent knowingly provides false information, misuses school procedures or engages in persistent, unsubstantiated complaints that disrupt the educational environment. Any such conduct will be treated as a breach of the Parent Code of Conduct and may result in action as outlined in section 4.

4. Breaching the code of conduct

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

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

- › Send a warning letter to the parent
- › 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 regarding further action (in cases of conduct that may be libellous or slanderous)
- › Ban the parent from the school site or limit access to the school grounds at certain times of the day.

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 trust that parents and carers will assist our school with the implementation of this policy and we thank you for your continuing support of the school.