



Parental Code of Conduct

Version adopted: September 2025

Approved by LGB: September 2026

Review date: September 2027

Version	Date	Author	Change Description
V1	Sept 2025	K French	Wording updated.

Purpose:

- To promote a calm, safe and supportive school environment where pupils can learn and thrive, and where staff can work free from abuse or intimidation.
- To set out expected behaviours of all parents, carers and visitors on school premises and when communicating with the school.

Our shared principles:

- Treat pupils, staff, volunteers and other parents with courtesy and dignity.
- Help maintain a safe, inclusive environment; follow safeguarding and site procedures.
- Work with the school to support high standards of behaviour, attendance and learning.
- Raise concerns appropriately, using the complaints procedure where needed.

Expected behaviour on site and in communications Parents, carers and visitors must:

- Communicate politely and constructively (in person, phone, email, social media).
- Follow on-site instructions, reception sign-in procedures and staff guidance, including during events and drop-off/collection.
- Use appropriate language; avoid swearing, shouting, gestures, threats or harassment.
- Respect staff professional roles and decisions; discuss concerns privately and at an appropriate time.
- Supervise children in your care on site and follow traffic/parking rules.
- Use social media responsibly; do not name or discuss pupils, staff or other parents, post images taken on site, or make unfounded allegations.

Prohibited behaviour The following are not permitted and may lead to restricted access to the premises and/or other action:

- Abusive, offensive or discriminatory language or behaviour (including online).
- Threats, intimidation, aggression or violence.
- Persistent or vexatious complaints or harassment.
- Filming/photography of pupils, staff or families without consent.
- Smoking, vaping, alcohol or drug use on school premises.
- Bringing dogs (except assistance dogs) or dangerous items onto site.

Safeguarding and confidentiality:

- Follow all safeguarding requests from staff, including not entering restricted areas and reporting concerns immediately to the school office/designated safeguarding lead.
- Do not seek or share confidential information about pupils or staff.

Raising concerns and complaints:

- Most concerns can be resolved informally with the class teacher or relevant staff member. If unresolved, follow the published complaints procedure, which sets out stages and timescales.

Breaches of this code:

- **The school may take proportionate action, which can include verbal/written warnings, meetings to agree conduct expectations, restricting access to the site or school staff, and, where necessary, involving the local authority or police.**
- **Serious breaches may result in withdrawal of permission to be on site under common law, and/or legal action.**
- The school will keep a record of incidents and decisions.

Our Code of Conduct should be followed in conjunction with the [Aquila Parental Code of Conduct Policy](#).