Parent, Carer and Visitor Code of Conduct Policy

Furzedown Primary School

Written by: D. Morris **Approved by:** Curriculum and Achievement Committee

Next Review: Autumn 2028

Change History Record

Version	Description of Change	Date of Policy
1	Initial Issue	14.10.22
2	Reviewed	Autumn 2024
3	Reviewed	Spring 2026
4	Addition of Online Conduct and Use of Social Media	Summer 2026

This Code of Conduct is an unsigned agreement between the Parent, Carer, Visitor and Furzedown Primary School

1. Purpose and Scope

At Furzedown Primary School, we believe it is essential to:

- Work in partnership with parents and carers to support every child's learning and wellbeing
- Create a safe, respectful and inclusive environment for pupils, staff and families
- Model positive behaviour and relationships for our pupils at all times

These principles are rooted in our core values of Ambition, Inclusion, Creativity, Respect, Happiness and Community.

To support this, we set clear expectations for all members of our community. This includes staff (through the Staff Code of Conduct), pupils (through the Behaviour Policy) and parents, carers and visitors (through this Code of Conduct).

This Code of Conduct is designed to ensure that all interactions within our school community reflect our shared commitment to respect, safety and collaboration.

For the purpose of this policy, the term *'parents'* includes:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or childminders)

2. Our Expectations of Parents, Carers and Visitors

We expect all parents, carers and visitors to:

- Respect and uphold the ethos, vision and values of the school
- Work in partnership with staff in the best interests of all pupils
- Treat all members of the school community with respect and courtesy, modelling positive behaviour at all times
- Communicate calmly and appropriately, even in situations of concern or disagreement
- Seek peaceful and constructive resolutions to any issues

- Support the school's policies and procedures
- Take responsibility for managing their child's behaviour, particularly in shared spaces where conduct may impact others
- Approach the appropriate member of staff to address concerns, following school procedures

We ask all adults to remember that children are always present and observing, and that adult behaviour should reflect the standards we expect of them.

3. Behaviour That Will Not Be Tolerated

In order to maintain a safe and respectful environment, the following behaviours will not be tolerated:

- Disrupting, or threatening to disrupt, school operations (including events, drop-off/collection and external activities)
- Swearing or using offensive, discriminatory or abusive language
- Raising voices, displaying aggression or behaving in an intimidating manner towards staff, pupils or other parents
- Threatening behaviour towards any member of the school community
- Sending abusive, threatening or inappropriate messages via email, phone or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or community on social media platforms (including Instagram or any other platform)
- Recording or photographing staff, pupils or parents on school premises without permission
- Using physical punishment towards a child on school premises
- Any form of aggressive behaviour (verbal or physical) towards another child or adult
- Attempting to discipline another person's child (all concerns should be reported to staff)
- Smoking or consuming alcohol on the school site (unless authorised at a specific event)
- Possessing or using illegal substances or drugs (including "legal highs")
- Bringing dogs onto the school premises (other than assistance dogs)

4. Online Conduct and Use of Social Media

We ask all members of our community to use social media responsibly.
Parents, carers and visitors must not:

- Share images or videos of other people's children from school platforms onto personal accounts
- Post content that could compromise the safety, dignity or reputation of pupils, staff or the school
- Use social media to raise concerns or complaints about the school

Any concerns should always be raised directly with the school so that they can be addressed appropriately and professionally.

5. Breaching the Code of Conduct

Where the school becomes aware of a breach of this Code of Conduct, it will:

- Gather information from those involved
- Speak to the individual concerned to understand the situation

Depending on the nature and severity of the incident, the school may take one or more of the following actions:

- Issue a formal warning (verbal or written)
- Invite the parent/carer to meet with a senior leader or the Headteacher
- Restrict access to certain areas of the school or require meetings to take place by appointment only
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the Local Authority's legal team where necessary
- Ban an individual from the school site

The school will always respond in a fair and proportionate manner.
The final decision regarding actions taken rests with the Headteacher. The Headteacher will consult with the Chair of Governors where a ban from the school site is being considered.

6. Working Together

We are proud of our strong sense of community at Furzedown. By working together with mutual respect, we create a positive, safe and uplifting environment where all children—and adults—can thrive.

We ask that parents and carers ensure that any individual collecting their child is aware of and adheres to this Code of Conduct.

Thank you for your continued support in upholding the values and expectations of our school community.