Claremont Primary School

A hub of educational excellence and innovation, supporting and valuing everyone

Parent Code of Conduct

Responsible person	Headteacher
Responsible governor	Chair of Governors
Responsible governor team	FGB
Date approved	Summer 2026
Date of next review	Summer 2027
Policy reference	Adapted The Key for Leaders

At Claremont we believe and recognise that the diversity of our community is one of our greatest strengths and assets. We are committed to ensuring that our pupils are treated fairly, and we have carefully considered and analysed the impact within this policy to promote equality of opportunity for all and we will use our position of influence as a school to work with all stakeholders to eliminate discriminatory barriers and ensure that our pupils have a sense of shared, common belonging and understanding

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1. Purpose and scope

At Claremont Primary 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 in line with our school values
- Model appropriate behaviour for our pupils at all times to allow them to be confident, curious and creative individuals.

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 Positive Behaviour Policy).

This 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 in all forms of communication
- 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 events)
- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Threatening another member of the school community
- Sending abusive messages to any member of the school community, including via text, email or social media

- Make attempts to undermine the school or a staff member, involve others or divide opinion for personal advantage
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- An excessive volume of communications directed to the school, leading to a substantial and unreasonable demand on staff time and resources and causing significant disruption to normal school business.
- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including harassment either 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 dogs)

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's legal team regarding further action (in cases of conduct that may be libelous or slanderous)
- Specify methods of communication to limit the number of contacts and restrict communication to a single point of contact
- 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.