



Parent Code of Conduct Policy

Completed by:	Mrs M. Norris
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Stanley Crook Primary School

Parent Code of Conduct Policy

Throughout this policy, wherever the word *parent* is used, it refers to parents, carers and other adults with parental responsibility for a child attending the school.

Throughout the policy there are references to Articles from the United Nations Convention on the Rights of the Child (UNCRC). As a Rights Respecting School, Stanley Crook Primary School is committed to promoting children's rights and responsibilities through all aspects of school life. These references complement, but do not replace, the school's statutory duties and responsibilities.

At Stanley Crook Primary School, we are extremely fortunate to have a supportive and positive parent community. We recognise that educating children is a process which depends upon an effective partnership between home and school (Article 5: Parental Guidance). Parents, carers, staff, governors and pupils all have a role to play in creating a safe, respectful and successful learning environment.

It is equally important that school staff are able to work and focus on educating children in an environment free from abuse, intimidation, threats, harassment or disruptive behaviour.

For these reasons, Stanley Crook Primary School encourages all parents and carers to participate positively and constructively in the life of the school.

1. Aims of the Policy

The purpose of this policy is to remind all parents and carers of the expected standards of conduct when interacting with members of the school community. This enables children to flourish, progress and achieve in an atmosphere of mutual trust, respect and understanding.

What is important is how we behave together. We expect that parents and carers will:

- Respect the caring ethos, values and vision of our school.
- Understand that teachers and parents need to work together for the benefit of children (Article 5: Parental Guidance).
- Demonstrate that all members of the school community should be treated with dignity and respect and model this through their own speech and behaviour.
- Communicate respectfully with school staff, whether face-to-face, by telephone, email, Class Dojo or other communication platforms.
- Park responsibly and show consideration to neighbours, staff, pupils and other road users.
- Seek to understand the views of all parties involved when concerns arise, including the child's voice (Article 12: Respect for the Views of the Child).
- Work with the school to resolve concerns through appropriate channels in a constructive manner.
- Follow the school's Complaints Policy where a formal complaint is required.

1.1

The school is dedicated to ensuring that all pupils achieve their full potential and will work in partnership with all stakeholders to achieve these aims (Article 28: Right to Education; Article 29: Goals of Education).

1.2

The school has a duty of care to pupils, staff, governors, volunteers and visitors. Where parental behaviour presents a risk to the safety, wellbeing or safeguarding of members of the school community, the school will take appropriate action.

1.3

This policy should be read alongside the:

- School Complaints Policy
- Behaviour Policy
- Safeguarding and Child Protection Policy
- Online Safety Policy
- Equality Policy

These policies provide additional guidance on conduct, communication, safeguarding and complaint procedures.

2. Legislation and Guidance

This policy has regard to:

- Education Act 2002
 - Education and Inspections Act 2006
 - Equality Act 2010
 - Human Rights Act 1998
 - Keeping Children Safe in Education (KCSIE 2026)
 - Working Together to Safeguard Children
 - Department for Education guidance relating to behaviour, safeguarding and complaints procedures.
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3. Scope and Application of this Policy

3.1

The school operates a zero-tolerance approach towards behaviour which threatens, intimidates, harasses or undermines the safety, wellbeing and effective operation of the school community. The school will not hesitate to take appropriate action where necessary, including seeking advice and support from Durham County Council, the police or legal representatives.

The following behaviours are not acceptable:

- Swearing, offensive language or malicious comments.
- Unwarranted, excessive or unreasonable correspondence which places unnecessary demands on staff time.
- Displaying a temper or shouting at members of staff, pupils, parents or visitors.
- Threatening any member of the school community.
- Sending abusive, offensive or threatening messages by any means, including email, text, social media or messaging platforms.
- Aggressive behaviour, whether verbal, written or physical.
- Physical punishment of a child whilst on school premises.
- Disciplining another person's child. Concerns should be reported to staff.
- Smoking, vaping, drinking alcohol or being under the influence of alcohol on school premises.
- Possessing, supplying or using illegal drugs on school premises.
- Intimidation, harassment or discrimination.
- Disruptive behaviour which impacts on the running of the school.
- Racist, sexist, homophobic, biphobic, transphobic, disability-related or otherwise discriminatory conduct.
- Incitement of others to engage in unacceptable behaviour.
- Conduct that creates a risk of injury to pupils, staff or visitors.
- Recording members of staff, pupils or parents without permission.
- Publishing recordings, photographs, screenshots or private communications relating to members of the school community without lawful authority.
- Defamatory, malicious or offensive online comments about the school, staff, governors, parents or pupils.
- Repeated or unreasonable communication outside published school communication procedures and expected response times.

This policy does not affect the right of parents and carers to raise concerns, challenge decisions or make formal complaints through appropriate procedures.

4. Key Principles

- All members of the school community have the right to feel safe and respected within the school environment (Article 3: Best Interests of the Child).
- The school will investigate concerns fairly and proportionately.
- Documentary evidence may be gathered where appropriate, including correspondence, notes of meetings and screenshots of communications.
- Decisions will be communicated clearly to those involved.
- Where behaviour raises safeguarding concerns, staff will act in accordance with the Safeguarding and Child Protection Policy.
- Behaviour which breaches the law may be reported to the police.

Records relating to incidents will be retained in accordance with the school's Data Protection Policy and Records Retention Schedule.

5. Procedures

The school has a range of strategies available where a parent's behaviour is deemed unacceptable. Whilst these stages are shown sequentially, the Headteacher may move directly to a higher-level response if circumstances warrant it.

5.1 Verbal Warning or Mediation Meeting

A parent displaying unacceptable behaviour will normally be asked to stop the behaviour and may be offered the opportunity to discuss the matter through a meeting or mediation process.

5.2 Formal Written Warnings

If unacceptable behaviour continues, a formal written warning will be issued.

The warning may:

- Explain the concerns.
- Outline expected conduct.
- Identify consequences of further incidents.
- Be retained in accordance with school record retention procedures.

A second written warning may be issued where further incidents occur.

5.3 Legal Sanctions

Where behaviour persists or is particularly serious, the school reserves the right to seek advice and support from Durham County Council, the police or legal representatives.

This may include:

- Restricting communication channels.
- Restricting access to school premises.
- Issuing formal notices.
- Seeking legal remedies where appropriate.

5.4 Class Dojo

The school has a duty of care to staff and pupils and will take appropriate action where communication through Class Dojo is misused.

- All communication must be respectful, professional and appropriate.
- Class Dojo is not the appropriate platform for making complaints.
- Teachers are not expected to respond during evenings, weekends or school holidays.
- Parents should respect published communication procedures and response times.

Parents who misuse the platform may receive a warning. Continued misuse may result in access to the messaging function being withdrawn.

6. Responsibilities

6.1 School Governors

The Governing Body is responsible for:

- Approving this policy.
- Monitoring implementation.
- Receiving reports where appropriate.
- Supporting the Headteacher in maintaining the safety and wellbeing of the school community.

6.2 Chair of Governors

The Chair of Governors is responsible for:

- Monitoring the good order and safety of the school.
- Ensuring procedures are followed appropriately.
- Supporting the Headteacher where concerns escalate.

6.3 Headteacher

The Headteacher is responsible for:

- Implementing this policy.
- Managing concerns arising under this policy.
- Ensuring procedures are reviewed regularly.
- Reporting significant issues to governors.
- Supporting staff.
- Providing guidance on managing challenging interactions with parents and visitors.
- Keeping staff and parents informed of procedures.

Some responsibilities may be delegated to senior leaders or other appropriate staff.

7. Information for Parents

The Parent Code of Conduct will be available:

- On the school website.
 - Upon request from the school office.
 - Through school induction and communication processes where appropriate.
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8. Monitoring and Review

The Headteacher will monitor incidents arising under this policy and report trends and outcomes to the Governing Body annually, or sooner where appropriate.

9. Inappropriate Use of Social Media

Parents and carers are expected to use social media responsibly and support the school's efforts to educate children about online safety and cyberbullying.

Posting negative, abusive or offensive comments online about the school, its staff, governors, pupils or families may:

- Cause distress to those involved.
- Damage relationships between home and school.
- Undermine children's confidence in their school.
- Constitute harassment, defamation or malicious communication.

Parents should raise concerns through appropriate school procedures in the first instance.

The school may request the removal of inappropriate content and, in serious cases, will consider reporting matters to relevant authorities or seeking legal advice and support.