



Finchampstead C of E (Aided) Primary School

This is the day that the Lord has made, let us rejoice and be glad in it

Parental Conduct Policy

Approved by:	Board of Governors
Last reviewed:	September 2026
Next review due by:	September 2027

Introduction

We are extremely fortunate to have parents and carers who are friendly and supportive towards our school, and we value this approach. Educating children is a collaboration between parents/carers, school staff and the school community and we strongly encourage this mutual support.

Our parents/carers will understand the importance of a good working partnership to equip children with the necessary skills for adulthood and so we welcome and encourage parents/carers to participate fully in the life of our school. Parental engagement with their children's learning is important in supporting attainment and progress, and parents/carers have a right to understand what their child is learning at school.

To facilitate this, contact between parents/carers and the school must be appropriate, proportionate and respectful, both of the professional knowledge, experience and skill of teaching and senior staff at the school and of the entitlement of staff at the school to a positive work/life balance.

Purpose

We set clear expectations on behaviour for all members of our community, including staff (through the Staff Code of Conduct) and pupils (through our Behaviour Policy). This code of conduct aims to help the school work together with parents by setting guidelines on appropriate behaviour, enabling us all to flourish, progress and achieve in an atmosphere of mutual understanding and respect.

The policy sets out:

- Principles underpinning the expected conduct of members of the school community.
- Correct channels of communication between parents/carers and the school.
- Behaviours towards the school and the school community considered unacceptable and open to challenge by the school.
- Steps the school may take in respect of unacceptable behaviour by a parent or carer.

General Principles

The school is governed by the school rules as decided upon by the Governing Board, which reflect the caring ethos and values of our school.

Both teachers and parents/carers need to work together for the benefit of the children.

As all members of the school community should be treated with respect, it is important to set a good example in our own speech and behaviour.

Our behaviour becomes a model for our children.

It is our intention to seek a peaceful resolution to all issues.

Communication and actions

There are many reasons for communicating with a member of staff at the school. This could be simply phoning in to report a child's absence or just informing the member of staff at the gate when you drop your child off that they have forgotten their water bottle or have been complaining of feeling a little unwell. These short conversations to impart information are entirely appropriate and necessary.

However, if you have a more complex need for communication, please remember:

- Members of staff are busy throughout the school day, and particularly first thing in the morning; where you need to speak with one, please make an appointment to do so at a time when they can give you their full attention.
- To help resolve any issues of concern, make an appointment to meet with the class teacher in the first instance and then the Headteacher if further resolution is necessary.
- To ensure that all such communications are polite and that you are always mindful of the right of the recipient to be treated with respect.
- When meeting face to face with members of staff to discuss any matters concerning your child's education or wellbeing in school, approach the matter calmly and politely as this will also ensure progress can be made to address any issues or concerns.
- If the matter is still not resolved, follow the procedure in the school's Complaints Policy which is available under "policies" on our website.
- If you wish to correspond by email this should be done through the school's email addresses at:

Admin@finchampstead.wokingham.sch.uk

finchparents@finchampstead.wokingham.sch.uk

Attendance@finchampstead.wokingham.sch.uk

These addresses are monitored regularly during the school day and emails forwarded to the appropriate member of staff or Governor. We aim to respond to emails within 48 hours and would ask for you to call the school if the matter requires a faster response or if you have not had a response within this timeframe.

To support a peaceful and safe school environment the school cannot tolerate parents/carers exhibiting the following behaviour:

- Sending any form of correspondence to members of staff or Governors at the school demanding an immediate response or a response within your own time frame; the matter will be addressed in a time frame deemed appropriate by the recipient.
- Sending lengthy, frequent, demanding, or disrespectful emails to staff members as this will seriously undermine their ability to carry out their core role of educating the children in their care.
- Using language to staff that calls into question their professional abilities; represents any form of personal attack; or seeks to direct how they carry out their professional roles or the running of the school. The running of the school is a matter for the Headteacher and the School Governing Board.
- When speaking with a staff member or any other member of the school community it is entirely inappropriate to raise your voice, invade their personal space, or use language that is disrespectful, rude, offensive, aggressive or threatening.
- Threats of violence or use of violence towards any part of the school community. This is a criminal offence, as is damage to school premises, both are likely to result in police involvement.
- Using disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the school grounds including team matches.

- Entering the school buildings without explicit permission from a member of staff. This is to protect both our children and staff.
- Recording telephone conversations with staff members or recording meetings with staff and/or Governors at the school without making them aware you are doing it and seeking their permission to capture what could be their personal information and breach their human right to privacy which extends to their workplace.
- Posting defamatory, offensive or derogatory comments about the school, its staff, Governing Board or any member of its community, on social media platforms.
- Smoking (including electronic cigarettes) and consumption of alcohol or other drugs whilst on school property or offsite whilst attending a school event.
- Bringing dogs onto school premises unless already agreed with the school that the dog is a guide dog or other form of assistance dog and consent has been given for the presence of the dog to assist its owner on school premises.
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child (such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention.

Breaching the code of conduct

If there are indications 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. The member of staff or Governor concerned may challenge the behaviour by asking the person concerned to respect their personal space, stop shouting or using inappropriate behaviour or may end an unacceptable phone call or ask the parent to leave the school.

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 the Headteacher.
- Contact the appropriate authorities (in cases where the peace is breached or criminal law broken).
- Seek advice from the local authority's legal team regarding further action (in cases of conduct that may be libellous or slanderous).
- 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.

We trust that parents and carers will assist our school with the implementation of this policy for the benefit of everyone, and we look forward to working with you.