

Parent / Carer Code of Conduct

“Small School with a Big Heart”

1. Our shared commitment

At High Green Primary School, we are a *small school with a big heart*. We work in close partnership with parents and carers to ensure that every child feels safe, supported, and able to be the best version of themselves.

This Parent Code of Conduct sets out the expectations for all parents, carers, and visitors when engaging with our school community. It reflects our core values:

Be Respectful • Be Responsible • Be Kind • Be Proud

By working together respectfully, we model the behaviour we expect from our children and create a positive, inclusive environment for all.

2. Purpose and scope

This Code of Conduct aims to:

- Support positive and respectful relationships between home and school
- Ensure a safe, calm, and welcoming environment for pupils, staff, and families
- Provide clarity around acceptable and unacceptable behaviour
- Protect the wellbeing of children and staff

This code applies to all parents, carers, and visitors:

- On school premises
- During school events, trips, clubs, and PTA activities
- In communications with staff (in person, by phone, email, or online)
- On social media where the school, staff, pupils, or families are referenced

3. Our expectations of parents and carers

We expect parents and carers to:

- Treat all members of the school community with courtesy, respect, and kindness
- Support the school's vision, values, and policies
- Work in partnership with staff in the best interests of children
- Communicate calmly and respectfully, even when concerns arise
- Use appropriate channels to raise concerns, allowing staff time to investigate and respond
- Respect professional boundaries and staff roles
- Support the school when consequences or sanctions are applied in line with policy
- Correct their own child's behaviour while on school premises where appropriate
- Model positive behaviour, language, and conflict resolution for children

We are always happy to listen and work with families, concerns are best resolved through calm, respectful dialogue.

4. Behaviour that will not be tolerated

To safeguard our community, the following behaviours are **unacceptable** and will not be tolerated:

- Aggressive, intimidating, or threatening behaviour (verbal or physical)
- Shouting, swearing, or using offensive or abusive language
- Insulting, demeaning, or humiliating staff, pupils, or other parents
- Disrupting the smooth running of the school or school events
- Sending abusive, threatening, or inflammatory messages (including emails, texts, or social media in and out of working hours)
- Posting defamatory, offensive, or misleading comments about the school, staff, pupils, or families, including within "closed" or private online groups
- Attempting to confront or discipline another child
- Physical punishment of a child on school premises
- Entering school buildings without permission or refusing to follow staff instructions
- Smoking, vaping, consuming alcohol, or possessing drugs on school premises (unless alcohol has been authorised for a specific event)
- Bringing dogs onto school grounds (except registered assistance dogs)

5. Raising concerns appropriately

We recognise that concerns may arise and are committed to working with families to resolve them.

Parents and carers should:

- Speak to the class teacher in the first instance
- Contact the school office to request a meeting if further discussion is needed
- Allow time for concerns to be investigated and responded to
- Follow the school's Complaints Policy where appropriate

We ask that concerns are not raised aggressively, during busy school times, or via social media.

6. Breaches of the Code of Conduct

If a breach of this code occurs, the school will respond in a proportionate and measured way.

Actions may include:

- Verbal reminder of expectations
- Written warning
- Meeting with a senior leader or the headteacher
- Restricted access to school premises
- In serious cases, involvement of external agencies or the police
- Temporary or permanent banning from the school site (following consultation with the Chair of Governors)

The **headteacher** retains the final decision regarding actions taken to address breaches of this code.

7. Working together

We value our families and the role you play in our school community. This Code of Conduct exists to protect children, staff, and parents alike, and to ensure High Green remains a safe, respectful, and welcoming place for everyone.