

Parent and Carer Conduct Policy

2026-2027

School	Kirkham & Wesham Primary School
Effective from	Autumn 2026
Review date	Autumn 2027, or earlier if guidance changes
Policy lead	Headteacher

1. Purpose and status of this policy

At Kirkham & Wesham Primary School (KWPS), we are proud of our strong partnership with parents, carers and families. We believe that children achieve their best when home and school work together in a culture of mutual respect, trust and shared responsibility.

This Parent Code of Conduct outlines the standards of behaviour expected from all parents, carers, family members and visitors when interacting with the school community. The policy supports our vision that every child should have the opportunity to **Belong, Believe and Be the Best They Can Be**.

The purpose of this policy is to:

- Maintain a safe, respectful and positive environment for all.
- Promote constructive relationships between home and school.
- Protect pupils, staff, governors, parents and visitors from abusive, threatening or inappropriate behaviour.
- Ensure concerns and disagreements are addressed appropriately and professionally.

2. Scope

This policy applies to:

- Parents and carers.
- Family members collecting or accompanying pupils.
- Visitors attending school events.
- Volunteers.
- Any adult communicating with the school in person, by telephone, email, letter or online.

This policy applies both on school premises and in circumstances where behaviour has a direct impact on the school community, including online interactions and social media activity.

3. Our school values and expectations

KWPS aims to foster positive relationships built upon courtesy, kindness and understanding.

We expect all parents, carers and visitors to:

- Respect the school's values, vision and ethos.
- Treat pupils, staff, governors and other parents with dignity and respect.
- Recognise that staff and families are working together in the best interests of children.
- Model positive behaviour and appropriate language at all times.
- Raise concerns calmly and respectfully through appropriate channels.
- Support school policies, procedures and decisions.
- Respect confidentiality relating to other children, families and members of staff.
- Work collaboratively with the school to resolve concerns.
- Help children understand and follow the school's expectations of being **Ready, Respectful and Safe**.

4. Appropriate communication

We understand that concerns may occasionally arise and we encourage parents to discuss these with us.

Parents and carers should:

- Contact the class teacher in the first instance where appropriate.
- Arrange meetings through the school office when concerns require discussion.
- Allow staff reasonable time to investigate and respond.
- Communicate in a respectful manner, even when disagreements occur.
- Follow the school's Complaints Policy where concerns cannot be resolved informally.

5. Unacceptable behaviour

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

Verbal abuse

- Shouting at staff, pupils or other adults.
- Swearing, offensive language or derogatory remarks.
- Intimidating, insulting or humiliating behaviour.
- Aggressive or confrontational conduct.

Threatening behaviour

- Threats of violence or physical harm.
- Harassment or intimidation of any member of the school community.
- Behaviour causing fear or distress to others.

Discriminatory behaviour

- Discriminatory language, conduct, harassment or victimisation relating to a person's age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, pregnancy or maternity will not be tolerated.

- Any behaviour that undermines the school's commitment to equality, diversity and inclusion may result in action being taken under this policy.

Physical aggression

- Physical assault or attempted assault.
- Unwanted physical contact.
- Damage to personal or school property.

Disruptive conduct

- Interrupting lessons or school activities.
- Causing disturbances on school premises.
- Refusing reasonable requests from staff.
- Entering restricted areas without permission.

Inappropriate conduct towards children

- Approaching another person's child to discipline, challenge or confront them.
- Discussing disputes directly with another child.
- Encouraging a child to retaliate against another pupil.

Any concerns relating to another child should be reported to school staff for investigation and resolution

6. Social media and online conduct

The school recognises that social media can be a valuable means of communication when used responsibly.

Parents and carers are expected to:

- Raise concerns directly with the school rather than through social media platforms.
- Refrain from posting comments that may damage the reputation of the school or individuals within the school community.
- Avoid sharing confidential information relating to pupils, staff or families.
- Refrain from making abusive, misleading, defamatory or offensive comments online.
- Parents must not publish photographs, videos or identifying information about pupils other than their own without appropriate consent

The school takes incidents of online harassment, cyberbullying, malicious communications and reputational harm seriously and may take further action where necessary

7. Use of digital communication

All communications with school staff, whether by email, electronic messaging or telephone, should remain professional and respectful.

The following are unacceptable:

- Abusive emails or messages.
- Repeated excessive contact.
- Offensive or threatening language.
- Recording staff without consent where this breaches school procedures or data protection requirements.

8. School premises

For the safety of all children and adults:

- Visitors must follow school safeguarding and security procedures.
- Smoking, vaping, alcohol and illicit drugs are prohibited on school premises.
- Dogs are not permitted on school grounds unless specifically authorised.
- Visitors must follow instructions given by staff relating to safeguarding, health and safety or site security

9. Safeguarding and respectful conduct

The welfare of children is our highest priority.

Any behaviour by adults that compromises the safety, wellbeing or emotional welfare of pupils will be treated seriously and may be referred to appropriate agencies where necessary.

The school will act in accordance with its safeguarding responsibilities and legal duties to protect children

10. Responding to breaches of this policy

Where behaviour falls below the standards outlined in this policy, the school may take one or more of the following actions:

- Remind the individual of expected standards.
- Issue a verbal warning.
- Issue a formal written warning.
- Restrict communication arrangements.
- Require meetings to take place through a senior leader.
- Exclude an individual from specific school events.
- Ban an individual from entering school premises.
- Seek support from the Local Authority.
- Report incidents to the police where appropriate.

The response will always be proportionate to the nature and seriousness of the behaviour

11. Persons causing nuisance or disturbance

School premises are private property and permission to enter the site may be withdrawn where behaviour causes concern.

Under **Section 547 of the Education Act 1996**, it is an offence for any person to cause a nuisance or disturbance on school premises. The school may request police assistance where necessary.

Where access to school premises is restricted, parents and carers remain responsible for ensuring suitable arrangements are made for their child's attendance and collection

12. Working together

We value the support, trust and commitment shown by our families every day.

By working together respectfully, we can ensure that Kirkham & Wesham Primary School remains a safe, welcoming and positive place where all children can flourish and where everyone is encouraged to:

Belong • Believe • Be the Best They Can Be

13. Related school policies

- Behaviour / Relationships and Behaviour Policy
- Child Protection and Safeguarding Policy
- Online Safety Policy and Acceptable Use arrangements
- Equality Policy / Equality Information and Objectives
- Anti-bullying Policy
- Complaints Policy
- Staff Code of Conduct.
- Health & Safety Policy
- Visitor Procedures

Appendix 1: Social Media Expectations

Parents, carers and visitors should:

- Think carefully before posting online.
- Raise concerns directly with the school.
- Avoid discussing individual pupils, families or staff members online.
- Respect confidentiality.
- Report concerns through established school procedures.
- Support a culture of respect and kindness within the wider school community.

This policy reflects the school's commitment to maintaining a respectful partnership between home and school for the benefit of all pupils.