

## **Introduction**

At Longbenton High 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; and model appropriate behaviour for our students at all times.

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 students (through our behaviour policy). This code of conduct aims to help the school work together with parents by setting guidelines on appropriate behaviour<sup>1</sup>.

We value positive relationships with parents and carers and expect all members of our school community to uphold the highest standards of behaviour. We are very fortunate to have a supportive and friendly parent body. However, there have been times when boundaries have been overstepped by parents/carers. This Code of Conduct therefore provides clarity by outlining the expectations for parents and carers when engaging with the school, its staff, students, and wider community.

## **1. Behaviour expectations**

Our school expects parents/carers to (taken from our home school agreement):

- ★ *Ensure that children arrive to school on time, every day, properly equipped to learn and in the correct uniform.*
- ★ *Actively support the school in promoting the behaviour and values which lie at the heart of the school community.*
- ★ *Ensure that children attend school sanctions if/when set; support the school's decisions where sanctions are applied.*
- ★ *Inform the school on the first day of any absence.*
- ★ *Aim to support at least 96% attendance throughout the school year.*
- ★ *Ensure that children are actively supported in undertaking homework and any work missed through absence.*
- ★ *Inform the school of any change in home circumstances or issues which may affect a child's learning.*
- ★ *Inform the school promptly of any change of home contact details.*
- ★ *Ensure that all communication with the school is undertaken in a respectful manner.*
- ★ *Attend parent and relevant information evenings.*
- ★ *Observe our school rules on mobile phones by avoiding ringing your child's mobile or texting / messaging during the day.*
- ★ *Ensure that children do not bring prohibited items to school; e.g. energy drinks, alcohol, drugs, weapons, tobacco, vapes (or other smoking paraphernalia).*
- ★ *Encourage children to take part in extracurricular activities and the wider life of the school.*
- ★ *Ensure that all holidays are taken during school holiday time.*
- ★ *Ensure that the complaints procedure, and not social media, is used if you are unhappy with any element of the school's provision for your child.*

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<sup>1</sup> We use the term 'parents' to refer to: anyone with parental responsibility for a student; and/or anyone caring for a child who attends our school (such as grandparents or child-minders)

We would like parents/carers to strive for peaceful, non-confrontational resolution to all issues, approaching them with a mindset of curiosity and a desire to learn more about the specific situation before forming conclusions. All staff members have the right to work without fear of violence or abuse; therefore threatening behaviour and abusive or insulting language towards staff members, governors, visitors, students or other parents/carers may result in individuals being removed from the school premises and/or police contact.

- Parents and carers must treat all members of the school community—including staff, students, and other parents—with courtesy and respect.
- Any form of aggressive, abusive, or threatening behaviour (verbal or physical) will not be tolerated.
- Disagreements should be addressed respectfully and through the appropriate school channels.
- Parents must set a positive example for students by demonstrating respectful and responsible behaviour.

**We deem the following to constitute inappropriate or unacceptable behaviour:**

- Using foul, abusive or offensive language.
- Raising voices inappropriately at another individual.
- Making racist or sexist comments.
- Using aggressive hand gestures eg raising fists or fingers.
- Discriminating against members of the school community.
- Bullying, harassment or intimidation, in person and online.
- Sending abusive, aggressive or threatening messages or emails.
- Sending excessive communication by email or through telephone calls, including repetitive complaints.
- Demanding immediate meetings with staff without prior appointment.
- Making excessive demands on staff through lengthy meetings (most meetings should take no longer than 30-60 minutes; if so a second meeting will need to be scheduled).
- Using parents' evening appointments or other school events as an opportunity to air wider grievances.
- Causing damage to school property.
- Any physical violence on the premises or school gates.
- Writing or posting abusive, offensive or defamatory comments about the school, staff, students or other parents on social media.
- Approaching another parent/carer or student directly to resolve an issue between students.
- Smoking or vaping on the premises or near the school gate/entrance, including the car park.
- Attending school under the influence of alcohol or drugs. Staff will refuse to meet parents who appear intoxicated; they will be asked to leave the school site.
- Taking photographs or filming without permission.
- Driving unsafely within the vicinity of the school.
- Bringing dogs onto the school premises (other than guide dogs or assistance dogs).

## **2. Online Safety and Social Media Conduct**

- Parents should be mindful of their online activity and how it may impact the school community.
- Negative or defamatory comments about the school, its staff, students or other parents on social media will not be tolerated. In the event of illegal, defamatory or discriminatory conduct, breaches could lead to legal action, prosecution, or police involvement.
- Complaining about the school's values and practices on social media will not be tolerated.
- Cyberbullying, including making false allegations or sharing inappropriate content about students or staff, is unacceptable.
- Concerns should be raised directly with the school rather than posted online.
- Parents must respect students' privacy and avoid sharing images, names, or personal information about students other than their own.
- Parents should not post content containing confidential information regarding meetings or complaint outcomes.
- The creation or joining of private groups to victimise or harass staff or discuss the school in general is not acceptable.

The school retains the right to request that any damaging material is removed from social media websites. Any libellous or defamatory comments will be reported to the appropriate 'report abuse' section of the website used.

## **3. Online communication / email**

- Communication with staff should be appropriate, respectful, and conducted through official school channels (email, school communication platforms ie MCAS).
- Parents should not expect an immediate response; we aim to meet a 48 hour turnaround to any emails or requests for telephone calls.
- Parents and carers should understand that staff should not be contacted outside of working hours; our school staff are encouraged to avoid sending and responding to emails at weekends, for example.
- Please ensure that emails are professional and courteous in tone. We reserve the right to dismiss any emails which are aggressive or inappropriate.

## **4. Photography, images and mobile phones**

- Parents must not take photographs or videos of students (other than their own child) at school events without permission.
- The school may provide official photography of events, and parents should respect any guidelines provided.
- Images taken at school events must not be shared on social media if they include other children without parental consent.
- Filming or recording meetings, conversations, or lessons without explicit permission is strictly prohibited, including covert filming or recording.

- Our school has a no-mobile phone policy. Please respect this by avoiding calling, texting or messaging your child's smartphone, if they have one, during the school day. Please use the school office if you need to contact your child.

## **5. Managing Inappropriate Behaviour**

- The school will not tolerate any form of intimidation, harassment, or aggression from parents towards staff, students, or other parents.
- If a parent exhibits inappropriate behaviour, a report will be made to the headteacher or the most senior member of staff available, who will decide on the course of action. Abusive parents may be asked to leave the premises immediately.
- If a parent/carer has acted inappropriately they may be invited to discuss this further with the headteacher. Further action may be taken, which could include the following:
  - Written /formal warnings
  - Barring from the school premises
  - Police contact
  - Seeking legal action
  - Restricting the parent/carer's communication channels with the school, e.g. no longer allowing contact with a specific staff member
  - Referral to Childrens' Services where the behaviour indicates a risk to children
  - Repeated incidents of inappropriate conduct will be documented and may lead to further action, including official warnings or involvement of external authorities.

The school reserves the right to escort anyone off the premises who is displaying aggressive or disruptive behaviour. The police will be contacted where a parent/carer is threatening violence or being violent or where the event has caused harm to an individual.

If a parent/carer has been previously barred from the premises and/or is causing a disturbance, the police will also be contacted.

## **6. Barring from School Premises**

- The school has the right to ban any parent or carer from entering the premises if their behaviour is deemed disruptive, threatening, or harmful or puts the safety of the school community at risk<sup>2</sup>.
- Barring decisions will be made by the Headteacher and Governing Body, with written notification provided to the parent. This written notification will include the reasons why they have been barred and the nature of the bar (ie the duration).

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<sup>2</sup> This code of conduct has been written taking into account the DfE Guidance 'Controlling Access to School Premises' November 2018 <https://www.gov.uk/government/publications/controlling-access-to-school-premises>



- A barred parent may request a formal review of the decision through the appropriate school procedures. The Chair of Governors will review decisions to bar parents/carers and will take into account any representations to confirm or lift a bar.
- Any breach of a barring order may result in legal action being taken.

**Last updated: February 2025**