CODE OF CONDUCT FOR PARENTS & CARERS

Working in partnership. Communicating respectfully.
Keeping everyone safe.



RIVERSIDE BRIDGE SCHOOL

INSPIRE, EMPOWER, ACHIEVE

This policy forms part of the Riverside Bridge School Policy Framework
and should be read alongside any related policies, procedures and guidance.

RIVERSIDE BRIDGE SCHOOL
INSPIRE, EMPOWER, ACHIEVE

OUR COMMITMENT

At Riverside Bridge School, every policy reflects our commitment to creating a safe, inclusive and ambitious school community in which every pupil is valued, every voice matters and every family is respected and supported.

Our policies translate our values into consistent practice. They support high expectations, clear responsibilities, effective partnership and informed decision-making, ensuring that the needs, rights, wellbeing and future outcomes of our pupils remain at the heart of our work.

We work collaboratively, act with integrity and continually reflect upon and improve our practice to achieve the best possible outcomes for every pupil.

POLICY PRINCIPLES

Our Policy Principles underpin how we work together and guide the decisions and actions we take to support every pupil and their families.



POLICY PURPOSE & FRAMEWORK

Riverside Bridge School policies set out the expectations, responsibilities and approaches that support safe, consistent and high-quality practice across the school. They translate our values, statutory responsibilities and professional expectations into clear guidance for everyday decision-making and practice.

Each policy forms part of the Riverside Bridge School Policy Framework and should be read alongside any related policies, procedures, statutory guidance and school frameworks referenced within the document.

Policies apply to the members of the school community identified within each document, including staff, governors, parents and carers, volunteers, contractors and other professionals where relevant. Everyone is expected to understand and apply the requirements appropriate to their role and to seek further guidance where clarification is required.

CURRICULUM DRIVERS



Our Drivers provide a shared golden thread across curriculum, school life, policy and leadership, helping ensure that our decisions and practice remain focused on the experiences and futures we want for every pupil.

STATEMENT OF INTENT

This Code sets out the standards of conduct expected from parents, carers, family members and visitors when engaging with Riverside Bridge School. It explains the expectations that support respectful partnership, safe communication and a positive school environment for pupils, families and staff.

Riverside Bridge School is committed to maintaining a safe, respectful and inclusive environment in which every pupil can communicate, participate, learn and thrive. Positive relationships between home and school are central to achieving this.

Many pupils at Riverside Bridge School have complex communication, sensory, physical, medical and emotional regulation needs. Effective partnership therefore depends upon trust, respectful communication and a shared commitment to acting in the best interests of every pupil.

The school welcomes questions, feedback and concerns. These should be raised through the appropriate school channels and communicated calmly and respectfully so that they can be considered properly and resolved constructively.

This Code applies to conduct on school premises, during arrival and collection, at school events and activities, through telephone calls, meetings, emails and written correspondence, through social media or other online platforms, and elsewhere where conduct is connected to the school or may affect pupils, staff or the wider school community.

The school recognises that families may sometimes need to raise difficult concerns or challenge decisions. Constructive challenge is an important part of effective partnership. Disagreement will not itself be treated as a breach of this Code. The expectation is that concerns are raised respectfully and through appropriate channels.

This Code is intended to protect pupils, families and staff, preserve positive professional relationships and ensure that Riverside Bridge School remains a safe and welcoming community for everyone.

Our responsibilities to parents and carers

Riverside Bridge School will:

- treat every parent, carer and family member with dignity, courtesy and respect;
- listen carefully to views, concerns and aspirations;
- communicate honestly, professionally and in a timely manner;
- provide clear information about pupils' education, wellbeing and progress;
- work collaboratively with families to support individual needs and aspirations;
- involve parents and carers in important decisions wherever appropriate;
- respect the diversity, culture, beliefs and circumstances of every family;
- maintain confidentiality and protect personal information;
- respond fairly and proportionately to concerns and complaints;
- explain decisions respectfully where agreement cannot be reached;

- maintain a welcoming, inclusive and supportive school community.

Whilst we may not always be able to agree with every request or proposed course of action, we will always explain our decisions respectfully, base them on the needs of the pupil, our statutory responsibilities and professional judgement, and continue to work positively with families in the best interests of every child.

TABLE OF CONTENTS

01	SCOPE	02	WORKING IN PARTNERSHIP
03	RESPECTFUL COMMUNICATION	04	UNDERSTANDING OUR SPECIALIST SCHOOL COMMUNITY
05	EXPECTED STANDARDS OF CONDUCT	06	UNACCEPTABLE CONDUCT
07	COMMUNICATION, COMPLAINTS AND SOCIAL MEDIA	08	MOBILE PHONES, PHOTOGRAPHY AND SMART TECHNOLOGY
09	SAFEGUARDING, HEALTH AND SAFETY	10	RESOLVING CONCERNS AND DISAGREEMENTS
11	RESPONDING TO BREACHES OF THIS CODE	12	MONITORING AND REVIEW
13	RELATED POLICIES AND FRAMEWORKS		APPENDIX

APPROVED BY: Governing Board

APPROVED ON: September 2026

REVIEWED DUE ON: September 2027

Section 01

SCOPE

Defining application. Clarifying expectations.

This Code applies to:

- parents and carers of current pupils;
- family members and other adults acting on behalf of a pupil;
- prospective parents and carers visiting or communicating with the school;
- visitors attending school events, meetings or activities;
- any person communicating with or about the school in connection with a pupil.

The expectations within this Code apply both on and off the school site where conduct is connected to Riverside Bridge School or may affect the safety, wellbeing, dignity or reputation of pupils, families, staff or the school.

Parents and carers are expected to ensure that any family member, representative or visitor attending the school on their behalf understands and follows this Code.

This Code should be read alongside the school's Complaints Policy, Safeguarding and Child Protection Policy, Mobile and Smart Technology Policy, Online Safety Policy and other relevant procedures.

Section 02

WORKING IN PARTNERSHIP

Building trust. Sharing responsibility. Acting in pupils' best interests.

Riverside Bridge School believes that pupils achieve the best possible outcomes when families and professionals work together openly, honestly and respectfully.

Parents and carers are expected to:

- support the school's values and commitment to every pupil;
- communicate relevant information that may affect their child's safety, wellbeing, learning or attendance;
- engage constructively with staff and agreed support plans;
- attend meetings and reviews where reasonably possible;
- raise questions or concerns through the appropriate school channels;
- allow staff reasonable time to investigate and respond to concerns;
- respect the school's professional responsibilities, operational arrangements and duties towards all pupils;
- work with the school to resolve disagreements in the best interests of their child.

The school will listen to families, communicate respectfully and respond to concerns fairly and proportionately. However, working in partnership does not mean that every request can be agreed.
Decisions must take account of safeguarding, statutory duties, professional judgement, available resources and the needs and rights of the wider pupil community.

Section 03

RESPECTFUL COMMUNICATION

Communicating calmly. Listening respectfully. Resolving concerns constructively.

Everyone within the Riverside Bridge School community has the right to be treated with dignity, courtesy and respect. Positive relationships between families and staff enable us to work together effectively in the best interests of every pupil.

Parents and carers are expected to communicate with staff, governors, pupils, volunteers, contractors, visitors and other families in a respectful, calm and professional manner at all times.

This expectation applies to all forms of communication, including:

- face-to-face conversations;
- telephone calls;
- emails and written correspondence;
- virtual meetings;
- messaging platforms used by the school;
- social media and online communication.

Parents and carers should:

- listen respectfully to the views of others;
- allow staff reasonable time to investigate concerns before expecting a response;
- recognise that staff cannot discuss other pupils or families because of confidentiality;
- avoid raising concerns in front of pupils wherever possible;
- follow the school's published procedures when seeking information or resolving concerns.

The school recognises that conversations may sometimes involve difficult or emotional issues. However, disagreements must always remain respectful and focused upon achieving positive outcomes for the pupil.

Section 04

UNDERSTANDING OUR SCHOOL COMMUNITY

Recognising individual need. Respecting difference. Protecting privacy.

Riverside Bridge School is a specialist setting supporting pupils with a wide range of complex special educational needs and disabilities.

Many pupils experience differences in communication, sensory processing, emotional regulation, physical health, medical need and social understanding.

Their communication, regulation or presentation may sometimes be misunderstood by others. Parents and carers are therefore expected to demonstrate understanding, patience and respect towards all pupils and families.

Parents and carers are therefore expected to demonstrate understanding, patience and respect towards all pupils and families.

Parents and carers must not:

- approach or question another pupil regarding an incident;
- attempt to investigate incidents involving other children;
- confront another parent or family regarding events at school;
- make assumptions about another pupil's presentation, needs or support;
- discuss confidential information relating to another child.

Where concerns arise regarding an incident involving another pupil, these should always be reported directly to a member of school staff, who will investigate appropriately whilst maintaining confidentiality.

Parents and carers should recognise that the school has legal duties to protect the privacy and personal information of every child and family and may therefore be unable to share details relating to other pupils.

Section 05

EXPECTED STANDARDS OF CONDUCT

Modelling respect. Supporting safety. Contributing positively.

Parents and carers play an important role in creating a welcoming, respectful and safe school community.

We ask all families to model the respect, patience and consideration that support a positive school community.

Parents and carers are expected to:

- treat everyone with courtesy and respect;
- follow reasonable instructions from school staff;
- support school safeguarding, health and safety and security procedures;
- respect the learning environment and avoid disrupting teaching;
- supervise younger children accompanying them whilst on school premises;
- attend appointments punctually wherever possible;
- use designated entrances, exits and collection arrangements;
- work collaboratively with staff to support their child's education and wellbeing;
- respect the privacy and dignity of other pupils and families;
- contribute positively to the inclusive ethos of Riverside Bridge School.

The school values honest feedback and welcomes concerns when they are raised appropriately. Constructive challenge is an important part of effective partnership and will always be listened to respectfully.

Section 06

UNACCEPTABLE CONDUCT

Protecting dignity. Preventing harm. Maintaining safety.

To protect pupils, families and staff, certain forms of conduct are incompatible with the safe and effective operation of Riverside Bridge School and will not be tolerated.

Examples include, but are not limited to:

- shouting at, intimidating, threatening or verbally abusing staff, pupils, governors, visitors or other parents;
- swearing or using offensive, discriminatory, racist, sexist, homophobic, transphobic or otherwise abusive language;
- acting in an aggressive, intimidating or confrontational manner;
- threatening physical violence or engaging in physical assault;
- deliberately disrupting the operation of the school or school events;
- entering restricted areas without permission or refusing to follow reasonable instructions from staff;
- making malicious, false or defamatory allegations against members of the school community;
- posting abusive, defamatory or misleading comments about the school, its staff, pupils or families on social media or other online platforms;
- sending abusive, threatening or offensive emails, messages or correspondence;
- recording conversations with staff without their knowledge or consent;
- photographing, filming or recording pupils, staff or visitors without authorisation;
- attempting to discipline another person's child;
- disregarding school safeguarding, security or emergency procedures;
- smoking, vaping, consuming alcohol or possessing or using illegal drugs anywhere on the school site, including within vehicles parked on school grounds;
- bringing prohibited items onto school premises, including tracking devices where prohibited under school policy;
- bringing nuts or nut-containing products onto the school site where prohibited because of pupil allergies;
- leaving pupils unsupervised before the start or after the end of the school day;
- refusing to follow agreed arrival, departure or collection arrangements;

- using a mobile phone anywhere on the school site without the permission of a member of the Senior Leadership Team;
- Engaging in any conduct that places the safety, wellbeing or dignity of others at risk.

This list is not exhaustive. The Headteacher may determine that other conduct is unacceptable where this is necessary to safeguard pupils, protect staff or maintain a safe and respectful school environment.

Section 07

COMMUNICATION, COMPLAINTS AND SOCIAL MEDIA

Raising concerns appropriately. Protecting confidentiality. Using online spaces responsibly.

Riverside Bridge School values open, honest and respectful communication with families. Parents and carers are encouraged to share compliments, raise concerns and seek clarification whenever required.

The school is committed to listening carefully and responding fairly.

Concerns should be raised through the appropriate school channels, beginning with the most appropriate member of staff, such as the Class Teacher, Assistant Headteacher or the School Office.

Where concerns cannot be resolved informally, parents and carers should follow the school's Complaints Policy.

Parents and carers are expected to:

- communicate honestly, calmly and respectfully;
- allow staff reasonable time to investigate and respond;
- recognise that confidentiality may prevent the school from discussing other pupils;
- void publishing confidential, inaccurate or potentially harmful information about unresolved concerns while the school is investigating them;
- support constructive dialogue focused on achieving positive outcomes for pupils.

Social Media

The school recognises that social media is widely used by families and can be a valuable means of communication. However, misuse of social media can have a significant impact on staff wellbeing, pupils and the wider school community.

Parents and carers must not:

- publish abusive, defamatory or offensive comments about pupils, families, staff, governors or the school;
- identify or publish confidential information relating to another pupil or family;

- encourage others to harass members of the school community;
- publish photographs or videos of pupils or staff without appropriate permission;
- use social media to undermine ongoing investigations or complaints.

Parents and carers who have concerns are expected to raise these directly with the school rather than through public forums or social media platforms.

Where online behaviour amounts to harassment, defamation, malicious communications or other unlawful activity, the school reserves the right to involve the appropriate authorities and pursue legal remedies where necessary.

Section 08

MOBILE PHONES, PHOTOGRAPHY AND SMART TECHNOLOGY

Protecting privacy. Maintaining safeguarding. Using technology responsibly.

Protecting the privacy, dignity and safety of our pupils is fundamental to everything we do. Many pupils at

Riverside Bridge School are particularly vulnerable and have a right to learn in an environment free from unauthorised photography, recording and mobile phone use.

For this reason, parents, carers and visitors must not use mobile phones anywhere on the school site unless permission has been given by a member of the Senior Leadership Team.

This includes, but is not limited to:

- making or receiving telephone calls;
- sending or reading text messages;
- using messaging or social media applications;
- taking photographs or videos;
- making audio recordings;
- video calling or live streaming;
- accessing online content whilst on school premises.

Where a parent or carer needs to use their phone because of an emergency or exceptional circumstance, permission must first be obtained from a member of the Senior Leadership Team. Staff will direct the individual to an appropriate location where the phone may be used safely and privately.

Photography and Recording

Parents, carers and visitors must not:

- photograph or film pupils, staff or visitors;
- record conversations or meetings with staff without prior agreement;
- photograph classrooms, therapy areas or confidential information;
- publish images or recordings taken on the school site on social media or other online platforms without the school's permission.

Smart Technology and Tracking Devices

Smart tracking devices, including AirTags, Tile trackers, Bluetooth trackers and similar devices, must not be brought onto or used on the school site unless an individual exception has been agreed by the school for a specific safeguarding, medical, disability or travel-related need. Any agreed use will be subject to appropriate risk assessment and safeguards.

These devices may:

- compromise the privacy and safeguarding of pupils and staff;
- create significant health risks through button batteries;
- cause distress to pupils through unexpected sounds or alerts;
- interfere with the safe operation of the school environment.

If parents have concerns about their child's safety when travelling to or from school, they should speak with their child's Assistant Headteacher so that an appropriate safety plan can be agreed.

The school reserves the right to require mobile phones or prohibited smart devices to be switched off or removed from the site. Failure to comply may be treated as a breach of this Code of Conduct.

Section 09

SAFEGUARDING, HEALTH & SAFETY

Following procedures. Protecting pupils. Maintaining a safe site.

Safeguarding is everyone's responsibility and underpins every aspect of school life.

Parents, carers and visitors are expected to support the school's safeguarding arrangements by following all reasonable instructions and complying with school procedures designed to keep children safe.

Parents and carers must:

- report to Reception on arrival unless otherwise directed;
- wear visitor identification where required;
- remain only within authorised areas of the school;
- follow arrival, collection and signing-in procedures;
- cooperate fully during emergency procedures, including evacuation, invacuation and lockdown arrangements;
- supervise younger children accompanying them whilst on site;
- follow all reasonable health and safety instructions issued by school staff.

Parents and carers must never enter classrooms, therapy rooms or other teaching areas unless invited by a member of staff.

The school may refuse entry or require individuals to leave the site where their conduct presents, or is likely to present, a safeguarding, health and safety or security concern.

Section 10

RESOLVING CONCERNS AND DISAGREEMENTS

Listening carefully. Resolving fairly. Maintaining respect.

Riverside Bridge School recognises that there may be occasions where parents and carers disagree with decisions or wish to raise concerns about their child's education or wellbeing.

The school is committed to resolving concerns fairly, respectfully and as quickly as reasonably possible.

Parents and carers are encouraged to:

- raise concerns at the earliest opportunity;
- communicate directly with the appropriate member of staff;
- remain respectful throughout the process;
- provide accurate and relevant information;
- allow the school appropriate time to investigate before expecting a formal response.

Where concerns cannot be resolved informally, parents and carers should follow the school's Complaints Policy.

The school will always seek to resolve concerns through constructive dialogue wherever possible. However, where communication or conduct becomes abusive, threatening or unreasonable, the school may bring meetings to an end or make alternative arrangements for future communication in order to protect staff and maintain a safe environment for all.

Section 11

RESPONDING TO BREACHES OF THIS CODE

Responding proportionately. Managing risk. Maintaining boundaries.

Riverside Bridge School is committed to working positively with families and will always seek to resolve concerns through respectful dialogue wherever possible. However, the school also has a duty to safeguard pupils, protect staff and maintain a safe, calm and orderly environment.

Where a parent, carer or visitor fails to meet the expectations set out in this Code, the school will consider the circumstances of each case and take action that is reasonable, proportionate and appropriate to the level of risk or disruption.

Depending on the seriousness, frequency and impact of the conduct, the school may:

- remind the individual of the expectations within this Code;
- provide a verbal warning;
- issue a formal written warning;
- require future communication to take place through a nominated member of staff;
- require meetings to be attended by a senior member of staff or held remotely;
- restrict communication to written correspondence;
- require an appointment before attending the school site;
- withdraw permission to attend school events;
- restrict access to the school site temporarily or, where justified and lawful, for a longer period, following appropriate consideration of the circumstances;
- involve the Police where criminal offences or threats to safety have occurred;
- seek legal remedies, including injunctions where appropriate;
- take any other lawful action necessary to safeguard pupils, staff and the wider school community.

The Headteacher may take immediate action where conduct presents an actual or potential risk to the safety or wellbeing of pupils, staff or visitors. Nothing within this Code limits the school's statutory safeguarding responsibilities or legal powers.

Section 12

MONITORING AND REVIEW

Monitoring effectiveness. Reviewing practice. Maintaining consistency.

The Governing Board has overall responsibility for ensuring that Riverside Bridge School promotes a safe, respectful and inclusive culture for all members of the school community.

The Headteacher is responsible for implementing this Code and ensuring that it is applied fairly, consistently and proportionately.

This Code will be:

- published on the school's website;
- shared with parents and carers as part of the admission process;
- made available upon request;
- reviewed annually, or sooner where legislation, statutory guidance or operational requirements change;
- monitored alongside the school's complaints, safeguarding, Positive Support and parent/carer conduct arrangements, where relevant, to ensure it remains effective.

The school will continue to work in partnership with families and welcomes feedback that supports the ongoing development of positive home-school relationships.

Section 13

RELATED POLICIES & FRAMEWORKS

Connecting practice. Strengthening consistency.

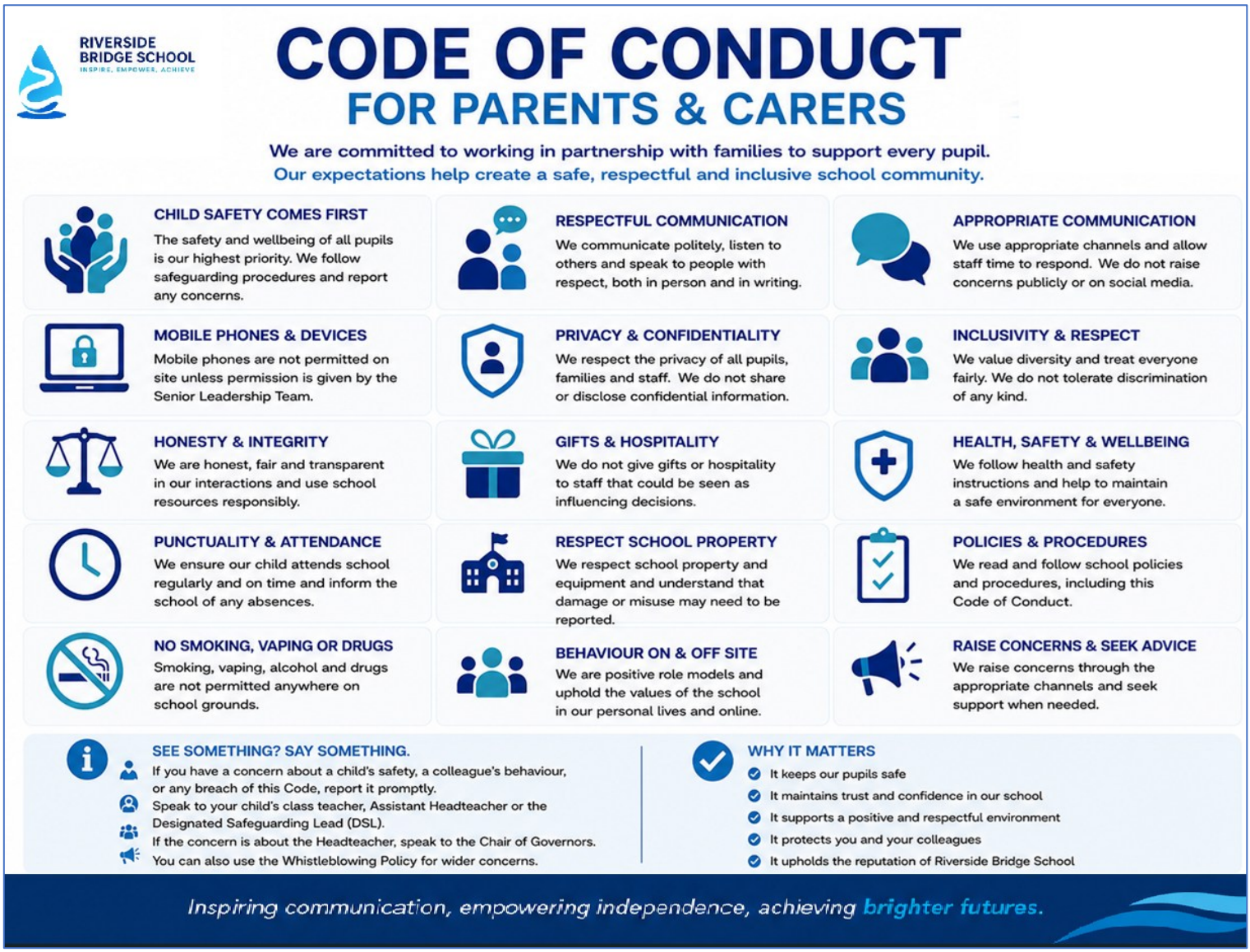
This Code should be read alongside the school's wider governance framework, including:

- Safeguarding and Child Protection Policy
- Complaints Policy
- Positive Support Policy
- Attendance Policy
- Mobile and Smart Technology Policy
- Online Safety Policy
- Equality, Diversity, Equity and Inclusion Policy
- Health and Safety Policy
- Emergency Management and Business Continuity Plan
- Risk Assessment Policy
- Data Protection Policy
- Privacy Notice

Parents and carers are expected to work in partnership with Riverside Bridge School and uphold the standards set out within this Code. Together, we can maintain a safe, respectful and inclusive environment in which every pupil can communicate, participate, learn and thrive.

Abusive, threatening, discriminatory or aggressive conduct towards pupils, staff, families or visitors will not be accepted.

APPENDIX


RIVERSIDE
BRIDGE SCHOOL
INSPIRE, EMPOWER, ACHIEVE
CODE OF CONDUCT
FOR PARENTS & CARERS
We are committed to working in partnership with families to support every pupil.
Our expectations help create a safe, respectful and inclusive school community.
CHILD SAFETY COMES FIRST
The safety and wellbeing of all pupils is our highest priority. We follow safeguarding procedures and report any concerns.
RESPECTFUL COMMUNICATION
We communicate politely, listen to others and speak to people with respect, both in person and in writing.
APPROPRIATE COMMUNICATION
We use appropriate channels and allow staff time to respond. We do not raise concerns publicly or on social media.
MOBILE PHONES & DEVICES
Mobile phones are not permitted on site unless permission is given by the Senior Leadership Team.
PRIVACY & CONFIDENTIALITY
We respect the privacy of all pupils, families and staff. We do not share or disclose confidential information.
INCLUSIVITY & RESPECT
We value diversity and treat everyone fairly. We do not tolerate discrimination of any kind.
HONESTY & INTEGRITY
We are honest, fair and transparent in our interactions and use school resources responsibly.
GIFTS & HOSPITALITY
We do not give gifts or hospitality to staff that could be seen as influencing decisions.
HEALTH, SAFETY & WELLBEING
We follow health and safety instructions and help to maintain a safe environment for everyone.
PUNCTUALITY & ATTENDANCE
We ensure our child attends school regularly and on time and inform the school of any absences.
RESPECT SCHOOL PROPERTY
We respect school property and equipment and understand that damage or misuse may need to be reported.
POLICIES & PROCEDURES
We read and follow school policies and procedures, including this Code of Conduct.
NO SMOKING, VAPING OR DRUGS
Smoking, vaping, alcohol and drugs are not permitted anywhere on school grounds.
BEHAVIOUR ON & OFF SITE
We are positive role models and uphold the values of the school in our personal lives and online.
RAISE CONCERNS & SEEK ADVICE
We raise concerns through the appropriate channels and seek support when needed.
SEE SOMETHING? SAY SOMETHING.
If you have a concern about a child's safety, a colleague's behaviour, or any breach of this Code, report it promptly.
Speak to your child's class teacher, Assistant Headteacher or the Designated Safeguarding Lead (DSL).
If the concern is about the Headteacher, speak to the Chair of Governors.
You can also use the Whistleblowing Policy for wider concerns.
WHY IT MATTERS
It keeps our pupils safe
It maintains trust and confidence in our school
It supports a positive and respectful environment
It protects you and your colleagues
It upholds the reputation of Riverside Bridge School
Inspiring communication, empowering independence, achieving brighter futures.