

St. Andrew's C.E. Primary School

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ST. ANDREW'S CE PRIMARY SCHOOL PARENT CODE OF CONDUCT

Our Vision

At St Andrew's CE Primary School, we aim to bring children to a place where they can realise their full potential.

Our Christian values are the foundation of all we do and each one is a facet of the central value, love, which 'always protects, always trusts, always hopes, always perseveres.' (1Corinthians 13:7)

Protect, Trust, Hope and Persevere

Purpose

At St Andrew's CE Primary School, we value positive and respectful relationships between parents/carers, staff, governors, volunteers, pupils and the wider school community.

This Code of Conduct sets out the standards of behaviour expected from all parents and carers when interacting with the school, whether on school premises, online, by phone, email, letter or at school events.

Our aim is to ensure that the school remains a safe, welcoming and supportive environment where all children can thrive.

Scope

This Code applies to all parents, carers and family members who engage with the school community, including when:

- visiting the school site;
- attending meetings, performances, sports events or other school activities;
- communicating with staff or governors by phone, email, letter or messaging services;
- interacting on social media or other online platforms where school-related matters are discussed.

Our Shared Values

We ask all members of our school community to demonstrate:

- Respect – treating others courteously and valuing different perspectives.
- Kindness – communicating in a considerate and supportive way.
- Honesty – raising concerns openly and constructively.
- Responsibility – contributing positively to the wellbeing of all pupils and staff.
- Partnership – working collaboratively with the school in the best interests of children.



Expected Behaviour

Parents and carers are expected to:

1. Treat all staff, governors, volunteers, pupils and other parents with courtesy and respect.
2. Communicate calmly and politely, even when discussing concerns or disagreements.
3. Follow school procedures for raising questions, concerns or complaints.
4. Respect the professional roles and responsibilities of school staff.
5. Support the school's policies and rules, including safeguarding, attendance and behaviour expectations.
6. Ensure that children attend school regularly, punctually and prepared to learn.
7. Use social media responsibly and avoid posting content that could harm individuals or the school community.

Unacceptable Behaviour

The following behaviour is not acceptable and may result in action being taken by the school:

- Abusive, threatening or aggressive language or behaviour.
- Harassment, intimidation or discrimination of any kind.
- Shouting at, insulting or undermining staff, pupils or other parents.
- Physical violence or threatening gestures.
- Persistent unreasonable demands or repeated contact that places undue pressure on staff.
- Publishing defamatory, offensive or misleading comments about the school or individuals online.
- Entering restricted areas of the school without permission.
- Bringing alcohol, illegal substances or weapons onto school premises.
- Any behaviour that compromises the safety, wellbeing or education of pupils.

Communication with the School

We encourage open and constructive communication. To help us respond effectively:

- Use the appropriate channels (class teacher, school office, SENCO, Headteacher, etc.).
- Allow reasonable time for staff to respond, normally within school working days.
- Arrange meetings in advance where possible.
- Keep discussions focused on the issue and possible solutions.

Staff are entitled to work in a respectful environment. Abusive or aggressive communication may be terminated and recorded.

Social Media and Online Conduct

Parents and carers should:

- Communicate respectfully in all online spaces connected to the school.
- Protect the privacy of pupils, parents and staff.
- Raise concerns directly with the school rather than through social media.
- Avoid sharing confidential information, photographs or videos without permission.

The school may ask for inappropriate online content to be removed and may take further action where necessary.

Raising Concerns or Complaints

We are committed to resolving concerns fairly and promptly. Parents and carers should follow the school's Complaints Procedure, available on the school website or from the school office.

Concerns should be raised respectfully and through the appropriate stages of the procedure.

Consequences of Breach

Where behaviour falls short of this Code, the school may take proportionate action, including:

- informal discussion or reminder of expectations;
- written warning;
- restrictions on communication methods or access to the school site;
- requiring meetings to take place with another staff member present;
- in serious cases, banning an individual from the school premises under section 547 of the Education Act 1996, or involving the police where appropriate.

Any action taken will aim to protect the safety and wellbeing of pupils and staff while seeking to maintain positive relationships wherever possible.

Commitment to Partnership

We believe that children achieve best when parents/carers and the school work together. By following this Code of Conduct, we can maintain a respectful and supportive community that places children's learning and wellbeing at the centre of everything we do.

Useful References

- Education Act 1996, section 547
- Department for Education guidance on school behaviour and complaints procedures
- St Andrew's CE Primary School Complaints Procedure
- St Andrew's CE Primary School Safeguarding Policy