

ALDERMAN RICHARD HALLAM PRIMARY SCHOOL

Parent and Carer Code of Conduct



Parent and Carer Code of Conduct

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At Alderman Richard Hallam Primary School, we are fortunate to have a supportive and friendly parent body. Our parents and carers recognise that educating children is a process that involves partnership between parents and carers, class teachers and the whole school community. As a partnership, our parents and carers understand the importance of a good working relationship to equip children with the necessary skills for adulthood. The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of our school. For these reasons, we continue to welcome and encourage parents and carers to participate fully in the life of our school.

Purpose

At Alderman Richard Hallam, we believe it is important to:

- Work in partnership with parents and carers to support their child’s learning;
- Create a safe, respectful, positive and inclusive environment for pupils, staff and parents and carers;
- Model appropriate behaviour for our pupils at all times.

To help us to do this, we set clear expectations and guidelines on behaviour for all members of our school community. This includes staff (through the Employee Code of Conduct) and pupils (through our Behaviour Policy).

This Code of Conduct aims to help the school community work together with parents and carers by setting guidelines on appropriate behaviour.

This policy applies to all parents and carers of pupils at our school and includes anyone with parental responsibility and anyone caring for a child (such as grandparents or child-minders).

Our Expectations

We expect parents and carers to show respect and concern for others by:

- Supporting the respectful ethos of our school by setting a good example in their own speech and behaviour towards all members of the school community;
- Working together with staff for the benefit of children. This includes approaching the school to resolve any issues of concern and to discuss and clarify specific events in order to bring about a positive and peaceful solution;
- Treating all members of the school community with respect;
- Reinforcing the school's Behaviour Policy;
- Correcting their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct;
- Abiding by all school policies which are available on the school [website](#);
- Respecting the learning environment appropriately (both in school and off site);
- Parking with consideration and respect for others when dropping off and collecting children from school.

Behaviours that will not be tolerated

In order to support a peaceful and safe school environment, the school does not tolerate:

- Disruptive behaviour which interferes with the operation of a classroom, an office area or any other part of the school grounds;
- Swearing or using offensive language. Rudeness towards our staff will not be tolerated;
- Displaying a temper, or shouting at members of staff, pupils or other parents and carers;
- Wearing inappropriate clothing on school grounds, for example clothing with offensive slogans;
- Sending abusive messages to another member of the school community, including via text, email or social media;
- Threatening harm or the use of physical aggression towards another member of our school community. This includes approaching someone else's child in order to discuss their behaviour or chastise them. Some actions may constitute an assault with legal consequences;
- Threatening harm or the use of physical aggression towards members of our local community when collecting or dropping off your children, for example threatening our neighbours when challenged over your parking;
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community on social media platforms;
- Use of physical chastisement against your child while on school premises;
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event);

- Possessing or taking drugs;
- Bringing dogs onto the school premises (other than assistance dogs);
- Damaging or destroying school property.

We expect our staff to behave professionally in difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self-defence.

This policy may need adapting in relation to national events, for example during the coronavirus pandemic. At such times, parents and carers will be regularly updated of changing expectations by the school. These changes will be based upon any guidance issued and ARH's rigorous risk-assessments.

Parents and carers who do not abide by school guidance and risk assessments will be contacted by a member of the Senior Leadership Team. Depending on the severity of the act and the outcome of this decision, a parent or carer may be banned by the Headteacher from the school premises for a period of time, subject to a review.

Communication with Staff

We value positive, respectful communication between home and school and have set out a communication protocol (Appendix 1) to set out how parents and carers can raise questions, concerns or feedback in an appropriate and respectful manner.

Aggressive Behaviour towards Staff

On rare occasions, when a negative attitude towards the school is expressed, this can result in aggression, verbal and/or physical abuse towards members of school staff or the wider school community. This will not be tolerated.

We expect parents, carers and other visitors to behave in a reasonable way towards members of school staff. If you are unhappy about something in school, we expect these concerns to be raised in accordance with our Complaints Policy. Comments should not be made on the school playground but should be raised directly with the school.

Types of behaviour that are considered serious and unacceptable and will not be tolerated may include:

- Shouting at members of the school staff, either in person or over the telephone
- Physically intimidating a member of staff, e.g. standing very close to them
- The use of aggressive hand gestures
- Threatening behaviour
- Shaking or holding a fist towards another person
- Swearing at staff
- Pushing
- Hitting, e.g. slapping, punching and kicking

- Spitting
- Discriminatory comments related to physical appearance, gender, ethnicity, disability, religion, special educational needs or sexuality
- Intentionally coughing, sneezing or spitting on others

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

Unacceptable behaviour may result in the police being informed of the incident.

Staff will not continue discussions when a parent or carer is behaving in an unacceptable manner and this will politely be made clear to the parent or carer. If necessary, the school's complaints procedures should be followed.

Breaching the Code of Conduct

If the school suspects, or becomes aware, that a parent or carer has breached the Code of Conduct, the school will gather information from those involved and speak to the parent or carer about the incident.

If a parent or carer has been found to have behaved in an unacceptable way towards a member of the school community, the headteacher or appropriate senior staff member will seek to resolve the situation through discussion and mediation. Parents and carers will be given a copy of the Code of Conduct at this meeting and it may result in a warning being issued by a member of the Senior Leadership Team (SLT).

Where a parent or carer has been warned about their behaviour, a letter confirming this will be sent to them, explaining the reasons for the warning. This warning will stay in effect for the remainder of the school year, unless otherwise specified.

If all means of resolution have been exhausted, and inappropriate conduct continues, or where there is an extreme act of violence or abuse (including discrimination), a parent or carer may be banned by the Headteacher or designated SLT member from the school premises for a period of time, subject to a review. This will always be used as a last resort; it may follow a warning, or may take effect without a warning where the behaviour is significant enough to warrant this.

In some cases, such as incidences of criminal behaviour, the school will contact the appropriate authorities. This may include seeking advice from the local authority's legal team regarding further possible action (such as in cases of conduct that may be libellous or slanderous).

Technology Use by Parents and Carers

Most people take part in online activities and social media. It is fun, interesting and keeps us connected. At Alderman Richard Hallam, we have a Facebook and Twitter page which allows parents and carers to receive and respond to messages about our school. We encourage you to positively participate if you wish.

In some instances, social media is being used increasingly to fuel campaigns and complaints against schools, Headteachers, staff and, in some cases, other parents and carers or pupils. Alderman Richard Hallam Primary considers the use of social media websites being used in this way as unacceptable and not in the best interest of the children or the whole school community.

In such situations, a conversation will be held with the parent or carer and the procedures outlined above will be followed.

Our school consider the following examples to be inappropriate uses of social media, however this is not an exhaustive list:

- Making allegations about staff or pupils
- Cyber-bullying
- Making complaints about the school or its staff
- Making defamatory statements about the school or its staff
- Putting negative/offensive comments about specific pupils/staff at the school
- Posting racist comments
- Posting comments which threaten violence

Virtual Communication

As more communication takes place virtually, it is important to remind parents and carers that the expectations for behaviour 'virtually' remain the same as in person. Where a parent or carer's conduct is not appropriate, calls/video calls/meetings will be ended and a member of the Senior Leadership Team will be notified.

Parents and carers are reminded that no calls or meetings with school staff should be recorded under any circumstances and photos or screenshots of virtual meetings must not be taken. This includes face-to-face meetings, telephone calls and video calls/virtual meetings. Anyone found to be recording a meeting may receive a warning and potentially a ban from the school site in line with the procedures outlined above.

At Alderman Richard Hallam, we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately. Thankfully, such incidents are extremely rare.

If you have any concerns please follow the appropriate channels by speaking to the Class Teacher, Year Group Leader, a member of the Senior Leadership Team or the Chair of Governors.

It is the responsibility of parents and carers to ensure that they, and any other adults they ask to liaise with the school, are aware of this Code of Conduct and that they are clear of the expectations of the school. The school will ensure this Code of Conduct is updated on an annual basis and is accessible on the school website.

APPENDIX 1: PARENT AND CARER COMMUNICATION PROTOCOL



Parent and Carer Communication Protocol

At Alderman Richard Hallam Primary School, we value positive, respectful communication between home and school. This protocol sets out how parents and carers can raise questions, concerns, or feedback so that they can be addressed promptly, fairly, and effectively.

1. Our Open-Door Approach

We believe that strong partnerships between families and school staff support the best outcomes for children.

- Parents and carers are welcome to raise questions or concerns.
- Staff will listen respectfully and respond within reasonable timescales.
- Communication should always be polite, constructive, and aligned with our school values.

2. How to Raise Concerns

Non-Urgent Matters

For questions or concerns that are **not urgent**, parents and carers should:

- Use **Seesaw** to message the class teacher, **or**
- Arrange a conversation with the class teacher at an appropriate time.

Examples include:

- Learning or progress queries
- Friendship issues
- Homework or classroom routines

Please allow staff reasonable time to respond during working hours.

Urgent Matters

For concerns that require **immediate attention**, parents and carers should:

- **Telephone the school office**

Examples include:

- Safeguarding or child safety concerns
- Urgent medical information
- Changes affecting end-of-day arrangements

Please do **not** use Seesaw for urgent matters, as messages may not be seen immediately.

3. Guidance on Raising Concerns

To ensure concerns can be properly considered, we ask that communication:

- Is **clear, factual, and concise**
- Focuses on **specific incidents or issues**
- Is raised **directly with the relevant staff member** in the first instance
- Allows time for information to be gathered before a response is given

The school may not investigate concerns that:

- Are excessively long, repetitive, or generated by AI tools
- Are anonymous
- Are abusive, threatening, or disrespectful
- Are contrary to the school's values

- Raise issues already addressed, without new information

4. Professional Boundaries

- Staff are not expected to respond outside working hours.
- Social media and personal contact details should not be used to contact staff.
- All communication should uphold the dignity of staff, pupils, and families.

5. Escalation of Concerns

If a concern cannot be resolved with the class teacher:

1. Contact the school office to request a meeting with the year group leader or a member of the senior leadership team.
2. Follow the school's Complaints Policy if necessary. We always hope to resolve any concerns before they reach this level and wish to work with you to achieve this.

6. Working Together

By following this protocol, we can:

- Ensure concerns are handled fairly and efficiently
- Maintain respectful relationships
- Keep our focus on children's wellbeing and learning

Thank you for supporting a positive and respectful school community.