

POLICY



PARENT & VISITOR CODE OF CONDUCT

2026-2027

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Approved by: K Manogue – Chair of Governors

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1. PREAMBLE

We ask all parents and carers to read and acknowledge receipt of our Parent and Visitor Code of Conduct. The Code reflects our shared commitment to maintaining a safe, respectful and positive environment for all members of our school community.

Please note that the Code applies to all parents, carers and visitors, regardless of whether an acknowledgement form is returned.

2. WORKING TOGETHER FOR EVERY CHILD

At Holme Slack Community Primary School, we believe that a strong partnership between parents, carers, staff and governors is essential in ensuring the best outcomes for all children. We are committed to providing a nurturing, safe and respectful environment where all members of the school community are valued and treated with dignity. Our approach is underpinned by our school values of **Ambition, Resilience, Curiosity, Integrity, Respect and Empathy**, and by our commitment to positive relationships between all members of the school community.

This Code of Conduct sets out the expectations for all parents, carers and visitors when interacting with members of the school community, both on and off the school site and online.

3. AS A PARENT, CARER OR VISITOR I AGREE TO:

- Treat all members of the school community with courtesy, respect and consideration.
- Work in partnership with the school to support my child's learning, attendance, behaviour and wellbeing.
- Follow the school's policies, procedures and reasonable requests.
- Act as a positive role model for children through my words and actions.
- Communicate concerns calmly, honestly and respectfully.
- Respect the professional roles and responsibilities of school staff and governors.
- Attend meetings and engage with the school in a constructive manner.
- Use social media responsibly and appropriately.
- Respect the privacy and confidentiality of other children, families and members of staff.
- Support the school's commitment to safeguarding and the wellbeing of all pupils.

4. RAISING CONCERNS OR COMPLAINTS

We recognise that there may be occasions when parents and carers have concerns. We are committed to listening to concerns and resolving them fairly, professionally and promptly.

If you have a concern, please follow the appropriate route:

Step 1 – Speak to the Class Teacher

In the first instance, concerns regarding your child's learning, wellbeing, behaviour or classroom experiences should be raised with the class teacher. Most concerns can be resolved quickly through open and respectful communication.

Step 2 – Contact the Key Stage Leader

If the concern remains unresolved, or if it is not appropriate to raise it with the class teacher, parents should contact the relevant Key Stage Leader.

Step 3 – Contact a Member of the Senior Leadership Team

If the matter remains unresolved following discussion with the Key Stage Leader, parents should contact a member of the Senior Leadership Team.

Step 4 – Follow the School's Complaints Procedure

Where concerns cannot be resolved through the stages above, parents may submit a formal complaint in accordance with the School's Complaints Policy.

When Raising Concerns

Parents and carers are expected to:

- Raise concerns promptly through the appropriate channels.
- Provide honest, accurate and factual information.
- Allow the school sufficient time to investigate concerns before drawing conclusions.
- Maintain confidentiality whilst concerns are being considered.
- Respect the outcome of investigations and any subsequent decisions.
- Work collaboratively with staff to seek a resolution.

5. COMMUNICATION AND RESPONSE TIMES

We are committed to responding to parental enquiries and concerns in a timely, professional and respectful manner. Whilst we aim to deal with matters as quickly as possible, staff are teaching, supervising pupils and carrying out wider school responsibilities throughout the school day.

Response Times

- Messages, emails and concerns will normally be acknowledged within **2 working days**.
- The school will aim to provide a substantive response within **5 working days**, where possible.
- More complex concerns or complaints may require additional investigation and therefore take longer to resolve.

- Where additional time is required, the school will provide an update and an indication of the next steps.
- Staff are not expected to respond to emails, telephone messages, ClassDojo messages or other communications outside normal working hours.
- Response times may be longer during periods of staff absence, school trips or school holidays.

Communication Expectations

Parents and carers should not expect:

- ❖ An immediate response to emails, telephone messages or ClassDojo messages.
- ❖ Responses outside school hours, at weekends or during school holidays.
- ❖ Multiple members of staff responding to the same concern.
- ❖ A new response each time a concern is repeated whilst an investigation or response is ongoing.

Excessive or Unreasonable Communication

To allow staff sufficient time to investigate concerns and fulfil their responsibilities to all pupils, parents and carers must not:

- ❖ Make repeated telephone calls, emails or ClassDojo messages regarding the same matter before the stated response times have elapsed.
- ❖ Contact multiple members of staff simultaneously regarding the same issue.
- ❖ Continue to pursue a matter through repeated communication whilst an investigation or response is ongoing.
- ❖ Make unreasonable demands on staff through excessive or persistent communication.

Where communication becomes excessive, unreasonable, abusive or vexatious, the school reserves the right to implement a communication protocol. This may include restricting communication to a nominated member of staff, limiting communication to specific methods, requiring communication to be in writing, or restricting the frequency of contact.

6. SERIOUS CONCERNS OR ALLEGATIONS

Any concern regarding the conduct of a member of staff will be treated seriously and investigated in accordance with school policies, safeguarding procedures and employment regulations.

Parents and carers should:

- Report concerns directly to the Headteacher.
- Report concerns regarding the Headteacher directly to Mr K Manogue (Chair of Governors), via the school office. Please mark them Private & Confidential.
- Provide any relevant evidence to support their concerns.
- Allow the school to investigate matters appropriately and confidentially.

Parents and carers must not attempt to investigate allegations themselves or encourage others to do so.

7. UNACCEPTABLE BEHAVIOUR

The following behaviours are unacceptable and may result in action being taken.

7.1. Aggressive or Abusive Behaviour

- ❖ Shouting at, insulting, intimidating or threatening members of staff, pupils, parents or visitors.
- ❖ Using offensive, discriminatory, abusive or defamatory language.
- ❖ Physical aggression or threatening behaviour.
- ❖ Harassment, intimidation or bullying in any form.
- ❖ Using abusive, aggressive, intimidating or offensive language towards office staff, teaching staff or other members of the school community during telephone conversations.
- ❖ Refusing reasonable requests to communicate respectfully when speaking with school staff.
- ❖ Continuing to shout, use insulting language or behave aggressively during a telephone conversation after being asked to stop.
- ❖ Using abusive, threatening, intimidating or offensive language towards school staff during telephone conversations.
- ❖ Continuing to behave aggressively during a telephone conversation after being asked to communicate respectfully.

School staff have the right to conduct conversations without fear of abuse, intimidation or harassment. Where a caller behaves in an unacceptable manner, staff may warn the caller that the conversation will be terminated. If the behaviour continues, staff are authorised to end the call and record the incident.

7.2. Misuse of Social Media and Digital Communication

- ❖ Posting abusive, offensive or defamatory comments about the school, staff, pupils, governors or families.
- ❖ Using social media, messaging groups or online forums to spread rumours, accusations or misinformation.
- ❖ Sharing confidential school information without permission.
- ❖ Inciting hostility towards members of the school community online or in person.
- ❖ Using ClassDojo, email or other school communication systems to send abusive, offensive, threatening or intimidating messages.
- ❖ Sending repeated messages to staff after a response has been provided or outside the intended purpose of the communication platform.
- ❖ Using ClassDojo, WhatsApp groups, social media platforms or messaging services to spread rumours, allegations or misinformation about members of the school community.

- ❖ Sharing screenshots, copies or extracts of school communications without permission where doing so could cause distress, reputational damage or breaches of confidentiality.
- ❖ Using ClassDojo, email, text messages or other school communication systems to pursue complaints, send repeated messages, make allegations, harass staff or communicate in an abusive, aggressive or unreasonable manner

7.3. False, Malicious or Unsubstantiated Allegations

- ❖ Making, repeating or circulating false, malicious or unsubstantiated allegations about any member of the school community.
- ❖ Sharing rumours, speculation or unverified information as fact.
- ❖ Damaging or attempting to damage the professional or personal reputation of staff members, governors, parents or pupils through the spreading of misinformation.
- ❖ Discussing allegations or concerns with other parents, children or members of the community rather than reporting concerns directly to the school through the appropriate procedures.
- ❖ Encouraging others to repeat allegations or participate in campaigns against members of staff or the school.
- ❖ Making allegations without reasonable grounds or continuing to repeat allegations after they have been investigated and found to be unsubstantiated.

7.4. Recording and Privacy

- ❖ Recording meetings, conversations, telephone calls or school events without prior permission.
- ❖ Photographing, filming or recording staff, pupils or parents without consent.
- ❖ Claiming to possess recordings, videos, photographs or evidence relating to members of the school community in a way that is intended to intimidate, harass or damage reputations.
- ❖ Sharing images, recordings or personal information about members of the school community without permission.

7.5. Conduct on School Premises

- ❖ Smoking, vaping or consuming alcohol on school premises, unless alcohol has been authorised as part of a school event.
- ❖ Possessing, using or being under the influence of illegal drugs, legal highs or other prohibited substances whilst on school premises or attending school events.
- ❖ Bringing dogs onto the school site, other than assistance dogs, unless specifically authorised by the school.
- ❖ Attempting to discipline, reprimand or challenge another person's child. Any concerns regarding a pupil's behaviour should be reported to a member of staff.
- ❖ Entering areas of the school without authorisation.
- ❖ Disrupting lessons, meetings or school activities.

- ❖ Bringing disputes involving adults onto school premises.
- ❖ Involving children in adult conflicts or disagreements.
- ❖ Refusing to follow reasonable instructions from school staff.

7.6. Confidentiality and Reputation

- ❖ Sharing confidential information relating to pupils, staff, families, governors or school business.
- ❖ Discussing staff disciplinary matters, safeguarding matters or ongoing investigations with other parents or members of the public.
- ❖ Making allegations about members of staff without following the school's reporting procedures.
- ❖ Repeating allegations, rumours or unverified claims in person, through messaging services or on social media.

7.7. Excessive, Unreasonable, or Vexatious Communication

Making repeated telephone calls, emails, messages or requests that place unreasonable demands on school staff.

- ❖ Contacting multiple members of staff simultaneously about the same issue after a response has been provided.
- ❖ Making frequent contacts within a short period of time regarding the same matter while an investigation or response is ongoing.
- ❖ Expecting immediate responses outside normal school working hours.
- ❖ Persistently pursuing an issue after all appropriate stages of the school's procedures have been completed.
- ❖ Making repeated telephone calls, emails, messages or requests that place unreasonable demands on school staff.

The school reserves the right to implement a communication protocol where contact becomes excessive, unreasonable or impacts the school's ability to carry out its duties effectively. This may include restricting communication to a named member of staff, specified communication methods or agreed times.

7.8. Photography, Filming and Safeguarding

We recognise that parents and carers may wish to take photographs or videos during school performances and events to celebrate their child's achievements. However, the safety, privacy and safeguarding of all pupils must remain our priority.

Parents, carers and visitors are expected to:

- Follow the school's instructions regarding photography and filming at all times.
- Respect requests not to photograph or record events where safeguarding considerations apply.
- Use photographs or recordings of their own child for personal use only.
- Respect the privacy and safety of all pupils and families.

The following behaviours are not acceptable:

- ❖ Taking photographs or videos at school events where the school has requested that filming or photography does not take place.
- ❖ Continuing to film or photograph after being asked by a member of staff to stop.
- ❖ Publishing, sharing or livestreaming images or videos of pupils on social media or other online platforms without appropriate consent.
- ❖ Capturing images or recordings of children other than your own where restrictions have been put in place for safeguarding reasons.
- ❖ Refusing to comply with safeguarding instructions relating to photography, filming or the sharing of images.

Parents and visitors who do not comply with these expectations may be asked to stop recording, delete images where appropriate, leave the event, or may be subject to further action in line with this Code of Conduct.

8. COMMITMENT TO RESPECTFUL COMMUNICATION

We expect all communications between home and school to remain respectful, professional and solution-focused.

Parents and carers have the right to raise concerns, ask questions and challenge decisions where appropriate. Equally, staff have the right to carry out their duties without fear of intimidation, harassment, abuse, false allegations or reputational harm.

Concerns should always be raised through the school's agreed procedures so that they can be investigated fairly, confidentially and appropriately.

9. BREACHES OF THIS CODE

Where a parent's behaviour falls below the standards outlined in this Code of Conduct, the school reserves the right to take appropriate action, including:

- Issuing a verbal or written warning.
- Restricting communication to specified channels.
- Requiring meetings to take place with a senior leader present.
- Restricting access to the school site.

- Ending meetings where behaviour becomes unacceptable.
- Failure to comply with safeguarding instructions, including those relating to photography, filming, recording or the sharing of images, may result in a parent or visitor being asked to leave a school event or having future attendance at events restricted.
- Reporting incidents to the Local Authority, police or other relevant agencies where appropriate.
- Taking legal action where behaviour is considered threatening, defamatory, harassing or otherwise unlawful.
- Where communication becomes excessive, unreasonable, abusive or vexatious, the school may restrict communication to written correspondence only, require communication through a nominated member of staff, or limit the frequency of contact.

Any action taken will be proportionate to the circumstances and in line with relevant legislation and school policies including 'Managing Violent and Abusive Visitors in School' Policy.

10. Parent/Carer Declaration

I have read and understood the Holme Slack Community Primary School Parent and Visitor Code of Conduct and agree to support the school in maintaining a safe, respectful and positive environment for all members of the school community.

Parent/Carer Name: _____

Child's Name: _____

Signature: _____

Date: _____

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"Our children learn most from the examples set by the adults around them. By working together with mutual respect, honesty and professionalism, we can ensure that every child thrives."