



Parent/Carer Code of Conduct

Approved by: Governors

Last reviewed: September 2026

Next review date: September 2027

1. Purpose and scope

At Denton Community Primary School & Nursery we believe it's important to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, staff and parents
- Model appropriate behaviour for our pupils 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 pupils (through our behaviour policy).

This code of conduct aims to help the school work together with parents by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

2. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school
- Work together with staff in the best interests of our pupils
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful solution to all issues
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern
- Communicating with staff in a respectful and courteous manner, including through email, telephone calls, online platforms and social media.

3. Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Threatening another member of the school community
- Sending abusive, threatening or intimidating messages to another member of the school community.
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms (See Appendix 1).
- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult

- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing, using or supplying illegal drugs or psychoactive substances (including so-called "legal highs")
- Bringing dogs onto the school premises, other than assistance dogs, unless they are being carried by an adult.
- Repeatedly demanding an action from a member of staff if this has already been resolved
- Repeatedly making demands of staff that are unreasonable, disproportionate or outside the school's statutory duties and available resources.
- Sending excessive, repetitive or aggressive correspondence to staff.

4. Breaching the code of conduct

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

Depending on the nature of the incident, the school may then take any of the following actions:

- Invite the parent into school to meet with a senior member of staff or the headteacher
- Seek advice from the local authority's legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Send a warning letter to the parent.
- Contact the appropriate authorities (in cases of criminal behaviour)
- Ban the parent from the school site

The school will always respond to an incident in a proportional way.

The final decision on how to respond to breaches of the code of conduct rests with the headteacher.

The headteacher will consult the chair of governors before banning a parent from the school site.

Where a parent is banned from the site, the school will make reasonable alternative arrangements for communication, meetings and the collection of children where appropriate.

Appendix 1: Inappropriate use of social network sites

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents or pupils. The Department for Education/Government and Governors of Denton Community Primary School & Nursery considers the use of social media websites being used in this way as unacceptable. Any concerns you may have about the school or your child/children must be made through the appropriate channels by speaking to the class teacher, the Headteacher or the Chair of Governors, where they will be dealt with fairly, appropriately and effectively for all concerned.

Libellous, False or Defamatory posts

In the event that any pupil or parent/carer of a child/children at Denton is found to be posting libellous, false or defamatory comments on Facebook, What's App or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. Any evidence of these comments will be dealt with and treated as a breach of this policy. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. The school will also expect that any parent/carer or pupil removes such comments immediately.

Cyber Bullying

We take very seriously the use of cyber bullying by one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying. The school will also consider its legal options to deal with any such misuse on social networking and other sites.

Online parent groups

Most people take part in online activities and social media. It's fun, interesting and keeps us connected. There are various online school groups managed by parents for parents, such as class Facebook pages and WhatsApp groups and they can be a wonderful source of knowledge, support and advice. We encourage you to join in and positively participate if you wish. Within these spaces however we ask that you use common sense when discussing school life online.

Think before you post...

We ask that concerns about the school are raised directly with school leaders through the appropriate channels rather than through social media. Social media should not be used to harass, intimidate, defame or target members of the school community.

At our school we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined in this policy. Any behaviour which causes staff, pupils or visitors to feel intimidated, threatened or unsafe will be treated seriously and may result in immediate action.