

# HURST GREEN PRIMARY SCHOOL



## Parent & Carer Code of Conduct

Policy for the attention of			
Audience	Key Audience	Optional Audience	Additional/Notes
Senior Leadership Team	√		
Teachers		√	
Teaching Assistants		√	
Administrative Staff		√	
Lunchtime Supervisors		√	
Site Manager		√	
Cleaners		√	
Governors	√		
Parents	√		
Website	√		
Local Authority		√	

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## Table of Contents

<b>Parent &amp; Carer Code of Conduct.....</b>	<b>1</b>
<b>1. Introduction.....</b>	<b>3</b>
<b>2. Scope.....</b>	<b>3</b>
<b>3. Our Values in Practice.....</b>	<b>3</b>
<b>4. Expected Conduct .....</b>	<b>4</b>
<b>5. Behaviour That Is Not Acceptable.....</b>	<b>4</b>
Aggressive or Intimidating Conduct .....	4
Disruption to School Operations.....	4
Online and Indirect Conduct.....	4
Conduct Towards Children.....	5
Prohibited Behaviour on Site.....	5
<b>6. Safeguarding and Legal Position .....</b>	<b>5</b>
<b>7. Responsibility for Others .....</b>	<b>5</b>
<b>8. Review .....</b>	<b>6</b>

# 1. Introduction

Hurst Green Primary School is a values-led community shaped by six core principles:

**Respect. Collaboration. Compassion. Equity. Responsibility. Aspiration.**

Strong relationships between home and school are central to children's success. **We are proud of the positive and constructive partnerships we have with families.**

This Code of Conduct clarifies the standards of behaviour that help us maintain those relationships and protect the safety and dignity of everyone in our community. It provides clarity where boundaries are required so that concerns can be addressed constructively and fairly.

The vast majority of families model these expectations consistently. This document exists to ensure that, where behaviour falls below acceptable standards, there is a clear and proportionate framework in place.

## 2. Scope

This Code applies to behaviour:

- On school premises
- During school events or activities
- In written, verbal or electronic communication with the school
- In online or offline conduct where there is a clear and direct impact on the safety, wellbeing or reputation of pupils, staff or families within the school community

The school will consider the impact of behaviour on the school community, not solely where the behaviour takes place.

## 3. Our Values in Practice

### **Respect**

We speak and act in ways that uphold the dignity of every member of the community, even in disagreement.

### **Collaboration**

We work constructively with staff through established procedures, recognising that partnership supports better outcomes for children.

### **Compassion**

We approach conversations with empathy and recognise that school decisions are made in the interests of children.

### **Equity**

We are committed to fairness based on need. Different children and families may require different forms of support. Equity does not mean treating everyone the same; it means responding proportionately so each child can thrive. Parents and carers are expected to respect that decisions are made within this wider duty to act fairly for all.

## **Responsibility**

We recognise that adult behaviour influences children's emotional safety and sense of belonging.

## **Aspiration**

We uphold high standards of conduct so that the school remains calm, ambitious and purposeful.

# **4. Expected Conduct**

In line with these values, parents and carers are expected to:

- Communicate respectfully with all members of the school community
- Follow the school's published complaints procedure when raising concerns
- Allow staff reasonable time to investigate and respond
- Respect professional judgement and statutory responsibilities
- Adhere to safeguarding, behaviour and site security procedures
- Attend meetings by prior arrangement

We are committed to listening and resolving concerns fairly. Discussions must remain calm, respectful and focused on resolution.

# **5. Behaviour That Is Not Acceptable**

The school will not tolerate behaviour that undermines safety, wellbeing of any member of our school community, or the orderly running of the school.

## **Aggressive or Intimidating Conduct**

- Shouting, swearing or use of offensive language
- Threatening, intimidating or harassing behaviour
- Physical aggression towards any adult or child
- Physical punishment of a child on school premises

## **Disruption to School Operations**

- Interfering with teaching, supervision or safeguarding processes
- Refusal to follow reasonable instructions
- Entering restricted areas without permission
- Recording staff or pupils on school premises without permission

## **Online and Indirect Conduct**

Parents and carers are expected to raise concerns directly with the school through established procedures.

The following behaviours are not acceptable where they affect the school community:

- Posting or sharing defamatory, abusive or misleading comments about the school, staff, pupils or families
- Circulating unverified allegations through social media or messaging platforms

- Encouraging hostility or coordinated escalation outside formal processes

Online or indirect behaviour that creates distress, damages professional reputation or undermines the safe functioning of the school will be addressed under this Code.

## **Conduct Towards Children**

- Approaching or reprimanding another parent's child
- Involving children in adult disputes

Such behaviour may have safeguarding implications and may constitute harassment or assault.

## **Prohibited Behaviour on Site**

- Smoking or vaping
- Possession or use of illegal substances
- Consumption of alcohol
- Bringing dogs onto site except assistance dogs
- Deliberate damage to school property

## **6. Safeguarding and Legal Position**

The school has a statutory duty to safeguard pupils and protect staff from harassment or abuse.

Where conduct arising from school-related matters causes distress, intimidation or disruption within the wider school community, the school may take proportionate action.

Under Section 547 of the Education Act 1996 and related legislation, the Headteacher may take steps to prevent nuisance or disturbance on school premises and regulate access to the site.

Where conduct falls below acceptable standards, action may include:

- Verbal or written warning
- Restriction of communication to written correspondence only
- Requirement for meetings to be supervised
- Withdrawal of permission to enter school premises
- Referral to the police where behaviour constitutes a criminal offence
- Consideration of legal remedies in cases of harassment or defamation

All action will be proportionate and responsive to the circumstances of each case, while maintaining a safe and respectful environment for all.

## **7. Responsibility for Others**

Parents and carers are responsible for ensuring that any adult collecting or dropping off their child understands and adheres to this Code.

## **8. Review**

This policy will be reviewed every two years or sooner if required.

Hurst Green is strongest when adults model the values we teach. This Code is intended to preserve the respectful, ambitious and supportive community we are proud to lead.