Parent, Carer and Visitor Code of Conduct

A shared commitment to kindness, respect and safety

Approved by	Governing Board
Date adopted	November 2026_
Chair of Governors	Nadia Hunt
Review date	September 2028

1. Statement of Intent

At Ribby with Wrea CE Primary School, we are committed to providing a safe, welcoming, respectful and nurturing environment in which every child can flourish.

As a Church of England primary school, our relationships are underpinned by Christian values, including kindness, compassion, forgiveness, honesty and mutual respect. Positive relationships between parents, carers, staff and governors are essential to children's happiness, wellbeing and educational success.

This policy sets out the standards of behaviour expected of adults engaging with our school community. Everyone deserves to be treated with dignity, kindness and respect.

2. Purpose

Promote respectful relationships between school and home; establish clear expectations for communication and conduct; ensure everyone feels safe; prevent intimidation, harassment and discrimination; explain how concerns can be raised and how unacceptable behaviour may be addressed.

Disagreements can arise, but concerns should be expressed appropriately and through the correct procedures.

3. Scope

This policy applies to parents, carers, family members, visitors, volunteers and people communicating on their behalf, whether on school premises, at school events, in communications with staff or governors, or in online interactions concerning the school.

4. Expectations of Parents and Carers

Treat pupils, staff, governors and other families with courtesy and dignity. Use calm, appropriate language and model positive behaviour for children.

Respect staff responsibilities, working hours, school procedures and the school's inclusive Christian ethos. Raise sensitive concerns privately and arrange appointments where a longer discussion is needed.

Support learning, attendance, behaviour and wellbeing; follow safeguarding and site-safety arrangements; protect confidentiality and privacy.

5. Unacceptable Behaviour

The school will not tolerate shouting, swearing, threats, intimidation, aggression, harassment, discriminatory remarks or personally abusive comments.

Unacceptable conduct also includes confronting another person's child; refusing reasonable safety instructions; unauthorised photography or recording; sharing confidential information; or abusive, threatening or harassing online posts.

Raising a legitimate concern, questioning a decision or making a complaint does not, in itself, constitute unacceptable behaviour.

6. Communication with Staff

Communicate constructively and respectfully. Contact the class teacher first where appropriate, then the Headteacher for unresolved or more serious matters. Follow the school's published Complaints Policy for formal complaints.

Staff may end or postpone a conversation if it becomes aggressive or abusive. A scheduled meeting, written correspondence or agreed contact person may then be used.

7. Social Media and Online Communication

Do not use social media to threaten, harass or discriminate against school community members, publish confidential details, or share images of other children without appropriate permission.

Parents remain entitled to express lawful opinions, discuss experiences and make legitimate complaints. Concerns are best addressed directly through school channels.

8. Safeguarding and Child Protection

Safeguarding is everyone's responsibility. Follow visitor sign-in and site security arrangements; do not enter restricted areas without permission; and report child protection concerns promptly to the Designated Safeguarding Lead.

Do not approach another person's child to challenge behaviour. Protect children's and families' personal information. Follow staff directions during emergencies.

9. Conduct on School Premises

At drop-off, collection, performances, meetings and events, follow reasonable staff instructions, park safely and considerately, respect property, avoid confrontations and supervise children where responsible for them.

10. Responding to Unacceptable Conduct

The school will respond fairly, proportionately and with regard to the circumstances. Depending on seriousness, it may take the following steps:

- **Stage 1 — Informal discussion:** Clarify concerns and seek a positive resolution.

- **Stage 2 — Written warning:** Set out the behaviour of concern, expectations and possible further consequences.
- **Stage 3 — Communication arrangements:** Agree scheduled meetings, written contact or a designated contact person.
- **Stage 4 — Restrictions on access:** In serious cases, consider proportionate restrictions using appropriate procedures, with an opportunity to respond where practicable and arrangements to protect the child's education.
- **Stage 5 — Serious incidents:** Seek local authority or other agency advice, and contact police where appropriate in cases of threats, violence, harassment or possible criminal conduct.

Serious incidents may require immediate action without proceeding through each stage.

11. Equality and Reasonable Adjustments

The school will consider individual circumstances and make reasonable adjustments where required under the Equality Act 2010. Responses will be proportionate, consistent and non-discriminatory.

12. Concerns and Complaints

Parents and carers may raise concerns with the class teacher where appropriate, refer unresolved matters to the Headteacher, or use the published Complaints Policy. Complaints concerning the Headteacher should follow the relevant governing board procedure.

13. Responsibilities of the School

Staff and governors will treat families courteously, listen to concerns, communicate clearly, maintain confidentiality, respond fairly and work constructively in children's best interests.

14. Monitoring and Review

The Headteacher and Governing Board will monitor implementation and review this policy periodically, or sooner if required by changes in guidance or circumstances.

15. Our Shared Commitment

Children thrive when the adults around them work together positively. We may not always agree, but we can always communicate with kindness, respect and professionalism.

Related School Policies

Staff Code of Conduct; Child Protection and Safeguarding; Complaints; Behaviour; Equality; Online Safety and Acceptable Use; Health and Safety.