

Parent/Carer Code of Conduct



Durham Lane Primary School

Head Teacher	Helen Gregory
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Date for review:	October 2026

Parent / Carer Code of Conduct

1. Purpose and Scope

At Durham Lane Primary, 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
- Parents to respect that staff and governors have the right to a work-life balance and to therefore limit communication with them to during school hours (Monday – Friday 8am – 4pm term time only) unless in extreme circumstances such as a safeguarding concern where an email can be sent to helen.gregory@durhamlane.org.uk
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful solution to all issues
- Address 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

3. Behaviour that will not be tolerated (this is not an exhaustive list)

- Disrupting, or threatening to disrupt, school operations (including events on school grounds and sports team matches/any external visits)
- Swearing, or using offensive language, or making personal remarks/unkind remarks
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email, or social media
- Posting defamatory, offensive or derogatory comments about either school, its staff or any member of its community, on any social media platforms

- 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/vaping or drinking alcohol on school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than guide dogs)
- If you have any concerns please refer to the complaints policy

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:

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

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

Appendix 1

School Communication Charter

To ensure that Durham Lane Primary is a thriving and successful school, we must communicate effectively with each other, with our pupils, with their parents and with other members of the wider community. We need to ensure that communications between all members of the school community are clear, professional, timely and appropriate.

Communication between home and school is vital for the well-being and personal success for our children. This Charter sets out how communication will be managed to make sure it is productive.

In addition to parents' evenings, school events, etc., there may be occasions when parents or carers wish to communicate with the school directly with questions or information related to their child. If an emergency situation arises, it is important that you contact us as soon as possible and explain what has or is happening.

To ensure that communication is effective the following principles will be applied.

Our commitment as a school

We will:

- ensure that there is regular, proactive communication about your child's achievement and well-being
- respond to emails, phone calls or requests for meetings (sent via the office Monday – Friday 8am – 4pm term time only) usually within 2 – 3 working days or, as necessary, acknowledge receipt of an email and confirm that a fuller response will follow (admin@durhamlane.org.uk)
- if there is an urgent matter, the office team will ask an appropriate member of staff to deal with the issue as soon as possible
- display polite, professional conduct at all times

Our expectations of parents and carers

You will:

- ensure that any communication with the school, whether verbally, by email or telephone, is polite and respectful
- give an outline of what the issue is, to make sure the query is directed to the right person
- use the office email admin@durhamlane.org.uk or school telephone number 01642 780742 as the **first** point of contact. Your request will be forwarded to the appropriate staff member.
- contact the school office for any matter requiring a timely response and not to use Seesaw as these messages may not be responded to by the teacher in the time frame you require
- ensure your emails are brief and clear
- refrain from sending multiple emails regarding the same query
- understand that a teacher or member of staff may be unable to respond on the same day on which a query is made
- understand that teachers or other school staff may not respond outside of school hours, i.e., evenings or weekends

All staff will have an email footer which states 'In line with our School Communication Charter, at Durham Lane Primary School, we value and respect our staff's flexible work arrangements. This may mean that, if you send an email outside of their working hours, they may not respond immediately. However, all emails will usually be responded to by our school staff within 2-3 working days (term time only). In addition, due to these flexible arrangements, staff may choose to send an email outside of your normal working hours; your immediate response is not expected.'

If there is an in-person meeting, everyone must show mutual respect. The meeting will focus on resolving the issues that are relevant to that family or pupil.

No offensive language, insults or personal attacks on school staff will be tolerated. If any such incidents occur, the meeting or call can be terminated with immediate effect.

Please note that unreasonable, abusive or offensive communication is unacceptable, and the school reserves the right to address any such problems as they feel are appropriate. This can include restricting correspondence to a specified email address, using a single person as a point of contact or using hard copy post and/or by placing restrictions on phone calls. Parents and carers have an implied licence to enter a school site, in cases where behaviour is inappropriate, threatening or argumentative, this licence can be revoked.

If a response has been given to a query, unless matters change, further responses will not be sent.

Our aim is to ensure that all communications and discussions about pupils and their families are positive and move matters forward in a mutually respectful manner.