



Aldermoor Farm Primary School

Parent, Carer and Visitor Code of Conduct

September 2026

Parent, Carer and Visitor Code of Conduct

This Code of Conduct is an unsigned agreement between the Parent, Carer, Visitor and Aldermoor Farm Primary School.

1.0 Principles

The Governors of Aldermoor Farm Primary School encourage close links with parents and the community. We are very proud and fortunate to have a very dedicated and supportive school community. At our school the staff, governors, parents and carers all recognise that the education of our children is a partnership between us.

Unfortunately, as we often hear or see these days, there exists a tiny minority of parents/carers who have a negative attitude towards school which can result in aggression, verbal and/or physical abuse towards other members of our school community. This is simply unacceptable.

The purpose of this code of conduct is to provide the expectations around the conduct of all parents, carers and visitors connected to our school. This code aims to clarify the types of behaviour that will not be tolerated and seeks parental agreement to these expectations. The code of conduct also sets out the actions the school can take should this code be ignored or where breaches occur.

2.0 Respect for Others

The Governors expect parents, carers and visitors to the school to show respect and concern for others by

- Supporting the respectful ethos of our school by setting a good example in their own speech and behaviour towards all members of the school community;
- Working together with teachers for the benefit of the children. This includes approaching the school to resolve any concerns;
- Reinforcing the school's policies;
- Respecting the learning environment appropriately both on and off the school site;
- Parking with consideration and respect for others when delivering and collecting children to and from school.

The Governing Body does not tolerate:

- Disruptive behaviour which interferes with the operation of a classroom, an office area or any other part of the school grounds;
- Any inappropriate behaviour on the school premises;
- Using loud and/or offensive language or displaying aggression;
- Threatening harm or the use of physical violence towards another adult or child;
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the school community;
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff/governors at the school on WhatsApp, Facebook or other sites; social media/websites
- The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of your own child on school premises;
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child; (Such an approach to a child may be seen to be an assault on that child and may have legal consequences)
- Wilful damage or destruction of School property;
- Smoking and/or the consumption of alcohol or other drugs anywhere on the premises;
- Accessing the School whilst intoxicated;
- Dogs and other animals being brought onto the school site, other than Guide Dogs.

3.0 Actions following inappropriate/unacceptable behaviour taking place

If a parent/carers or visitor behaves in an inappropriate or unacceptable way the Head Teacher or appropriate member of the Senior Leadership Team will seek to resolve the situation through discussion. Staff will not continue

discussions if the parent/carer/visitors continue to behave in an improper manner and this will be politely made clear. The parent/carer/visitors behaving in such a manner will be asked to leave the school site.

Where all procedures have been exhausted and aggression or intimidation continue, or, where there is an extreme act of violence or abuse (including racism), the person may be banned from the school premises for a period of time.

If necessary the Police will be contacted.

3.1 Steps following a ban

- The parent, carer or visitor will receive written confirmation that they are banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that an injunction may follow. This may include restrictions to other forms of communication, for example, the use of a third party;
- Where an assault has led to a ban, a statement indicating that the matter has been reported to the Police will be included;
- Where appropriate, arrangements for pupils to be dropped off and collected from the school gate will be clarified.

3.2 Aggressive Behaviour towards Staff

On the rare occasions when a negative attitude towards the school is expressed, this can sometimes result in aggression, verbal and physical abuse towards members of School staff or the wider School community. The Governing Body expects its staff to defuse the situation where possible; however, all staff have the right to work without fear of violence or abuse.

Types of behaviour that are considered serious and unacceptable and will not be tolerated may include:

- Shouting at members of staff either in person or over the telephone
- Physically intimidating a member of staff, e.g. standing very close to them
- The use of aggressive hand gestures
- Shaking or holding a fist towards another person
- Swearing at staff
- Pushing
- Hitting, slapping, punching or kicking
- Spitting
- Biting
- Harassment
- Racist or sexist comments
- Breaching the School's security procedures

This list is not exhaustive but provides illustrations of unacceptable behaviour.

In any of the above situations staff will refuse to continue the conversation, remove themselves from the situation.

Action will be taken against perpetrators and may result in the Police being informed of the incident.

4.0 Social Media Use

Class Dojo is a way that enables online communication between school and home.

Within this space and other forms of social media we ask that parents/carers use common sense when discussing school life online. Parents/carers are advised to 'Think before you post'. We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents or children.

We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, member of staff or child.

If parents have any concerns about their child in relation to the school then policies and procedures should be followed.

Parents, carers or visitors should not use social media as a medium to air any concerns or grievances.

Online activity which we consider inappropriate:

- Identifying or posting images/videos of children
- Abusive or personal comments about staff, governors, children or other parents
- Bringing the school into disrepute
- Posting defamatory or libellous comments
- Emails circulated or sent directly with abusive or personal comments about staff or children
- Using social media to publicly challenge school policies or discuss issues about individual children or members of staff
- Threatening behaviour, such as verbally intimidating staff, or using bad language
- Breaching school security procedures

In cases where unacceptable online behaviour is considered to be a serious and potentially criminal matter, the concerns will in the first instance be referred to the Police. This will include any or all cases of threats of violence to any child, staff or governor in the school, this will also include anything that could be seen as a sign of harassment of any member of the school community, such as any form of insulting social media post or any form of social media cyber bullying. In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the school will refer the matter to the Local Authority's Legal Team for further action. In cases where the code of conduct has been broken but the breach was not libellous, slanderous or a criminal matter, then the school will send out a formal letter to the parent/carer with an invite to a meeting.

If the parent/carer refuses to attend the meeting then the school will write to the parent/carer and ask them to stop the behaviour causing the concern and warn that if they do not they may be banned from the school premises. If after this behaviour continues, the parent/carer will again be written to and informed that a ban is now in place.

5.0 Conclusion

Children learn best when there is a positive partnership between home and school. Whilst every effort will be made to work with parents, carers and visitors this will only be possible where people behave in an acceptable way.

Where a parent, carer or visitor's behaviour is either unacceptable or serious it will not be possible to continue working with them and, as a final resort, legal action will be taken.

At our school we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above.

We will always take action where behaviour is unacceptable or serious, without exception.