



Townlands C of E Primary Academy
Code of Conduct for Parents/Carers

Date: August 2025

Review: February 2028

1. Purpose and Scope

At Townlands C of E Primary Academy we believe it's important to:

- Work in partnership with parents/carers to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, staff and parents/carers
- Model appropriate behaviour for our pupils at all times

Through our school values we need to show respect towards one another. To help us do this, we set clear expectations and guidelines on behaviour and conduct for all members of our community. This includes governors (through the governor code of conduct), staff (through the staff code of conduct) and pupils (through our behaviour policy).

The Parent Code of Conduct aims to help the school work together with parents by setting guidelines on appropriate behaviour and support which we expect from you.

We use the term 'parents' to refer to:

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

2. Our Expectations of Parents and Carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision, and values of our school
- Support the school in upholding its standards and policies
- Treat all members of the school community with respect, politeness, and courtesy
- Seek peaceful solutions to any issues and provide feedback that is polite, constructive, and specific
- Respect the school environment by keeping it clean and tidy, refraining from smoking or vaping or drinking alcohol on school grounds, and not bringing unauthorised animals onto the premises
- Support their child in maintaining excellent behaviour, including addressing any inappropriate behaviour—especially in public—that could lead to conflict, aggression, or unsafe conduct
- Ensure their child attends school regularly, arrives and is collected on time, is properly equipped to learn, and that any absence is explained
- Ensure their child wears the correct school uniform
- Encourage their child to always try their best in all aspects of learning
- Promote regular reading at home and ensure homework is completed and returned on time
- Attend parent meetings to discuss their child's progress and attainment
- Support staff in creating a caring and respectful school community
- Keep the school informed of up-to-date contact details for use in emergencies
- Raise any concerns directly with the school, and avoid using social media to bring the school or its staff into disrepute

3. Behaviour That Will Not Be Tolerated

- Swearing, or using offensive language
- Making racist or sexualised comments
- Refrain from approaching or disciplining another person's child. Any concerns about behaviour should be reported directly to a member of staff.
- Any aggressive behaviour (including verbal or written) towards another child or adult

- Displaying a temper, shouting, threatening and/or intimidating members of staff, pupils or other parents
- Disrupting, or threatening to disrupt, school operations (e.g. events on the school grounds, sports events)
- Refrain from sending abusive messages or posting defamatory, offensive, or derogatory comments about the school, its staff, or any member of the school community, including via text, email, or social media platforms
- Possessing or taking drugs (including legal highs)
- Damaging or destroying school property
- Taking photographs or videos on the school premises without permission from the school
- Arriving on the school premises partially/inappropriately clothed
- Bringing dogs onto the school premises (other than guide dogs)

4. Use of Social Media

There are a number of school sites, including our website and Facebook which we actively encourage you to engage with.

We ask however, that social media, public or private, should not be used to fuel campaigns against the school, its staff, parents, governors or pupils. We take very seriously the inappropriate use of social media by a parent to publicly criticise or humiliate another parent, pupil or member of staff.

In the interests of absolute clarity, we consider the following to be inappropriate online activity:

- Identifying or posting images/videos of pupils without prior permission;
- Abusive or personal comments about staff, pupils 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 pupils;
- Using social media publicly to challenge school policies or discuss issues about individual pupils;
- Threatening behaviour, such as verbally intimidating staff, or use of bad language;
- Breaching school security procedures.

5. Breaching the Code of Conduct

If the school suspects, or becomes aware, that a parent/carers has breached the Code of Conduct, the school will gather information from those involved and communicate with the parent about the incident.

Depending on the nature of the incident, the school will decide on the next course of action:

- Send a warning letter to the parent
- Invite the parent into school to meet with a senior member of staff or the headteacher or the Chair of Governors
- Seek advice from appropriate services
- 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 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.

Persons Causing Nuisance / Disturbance on School Premises

Section 547 of the Education Act 1996 School premises are private property and parents have been granted permission from the school to be on school premises. However, in case of abuse or threats to

staff, pupils or other parents, school may ban parents from entering school. It is also an offence under section 547 of the Education Act 1996 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned. School is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school.

Links to other Policies/Guidance:

- Home school agreement
- Managing Unreasonable Parent/Carer and Visitor Behaviour Policy
- Keeping Children Safe in Education
- Safeguarding and Child Protection Policy
- Substance Misuse Policy
- DfE Guidance – Controlling Access to School Premises

It is important for parents and carers to make sure any persons collecting their children are aware of this Code of Conduct.