



Parent Code of Conduct Policy

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This policy applies to all stakeholders within Ridgeway School

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Introduction

We are very fortunate to have supportive and friendly parents/carers. Our staff, parents and carers and families are a community working together to give the pupils and students the best education that we can. Staff and pupils have a code of conduct. This is a code of conduct for parents, carers, and families. It sets out how we can work together in a positive way to achieve support for all students. As a partnership, our parents/carers will understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our school.

Scope

This policy applies to all parents, carers, and visitors engaging with the school, both on school premises and during off-site activities, including online and digital communication. For the purpose of this policy, parents, carers, etc. will be referred to as families.

1. Purpose and scope

At Ridgeway School, we believe it's important to:

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

The above relates to both within the school building and immediately outside i.e. the car park/pick up area.

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 families by setting guidelines on appropriate behaviour.

2. Our expectations of families

We expect families and other visitors to:

General:

- Respect the ethos, vision and values of our school
- Treat all members of the school community with respect (including other families, school staff and visitors) – always setting a good example
- Seek a peaceful solution to all issues
- Support their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct

Communication:

Use polite and constructive language in all communication (verbal, written, or online).

- Raise concerns through the appropriate channels (e.g., class teacher, senior leaders, headteacher), following the school's complaints procedure.
- Avoid public criticism of staff, pupils, or other parents on social media.
- Use social media respectfully and avoid naming staff or pupils.

Working together:

- Approach concerns calmly and with an open mind.

- Respect the professional advice, judgement, and decisions made by staff.
- Follow safeguarding procedures, including signing in at reception and wearing a visitor badge when on site.
- Work together with staff in the best interests of our pupils
- Liaise with school staff appropriately to help resolve any issues of concern

Confidentiality and Sensitivity:

- Respect the privacy of all children and families within the school.
- Avoid discussing another pupil or student's behaviour, progress, or needs.
- Not photograph or record children (other than their own) during school events unless given express permission.

3. Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, school operations (including events)
- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, pupils or other family members
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including, but not limited to; via text, WhatsApp, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on 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 or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)

4. Breaching the code of conduct

We understand that supporting children with SEND, brings additional challenges and therefore it's of utmost importance that we work together. As a school, we want to support families and work with other agencies alongside the family to ensure the needs of children in our care are met and the families feel supported.

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:

- Staff may end a conversation / communication immediately if the code of conduct has been breached
- Send a warning letter to the parent
- Invite the parent into school to meet with a senior member of staff or the Executive 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 Executive Headteacher.

Linked policies:

- Safeguarding policy
- Behaviour policy
- Complaints policy