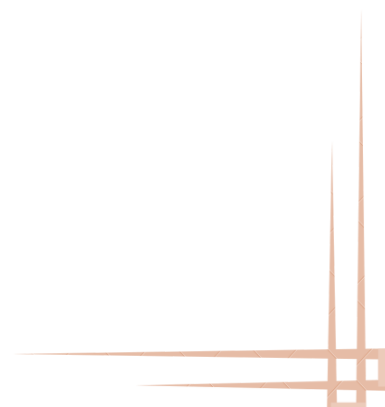




## PARENT CODE OF CONDUCT

Policy reference	ELPS-16
Policy owner	Headteacher
Policy version	0.01
Date updated	October 2025
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### 1. Purpose

**At East Lane Primary School, we believe it is 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
- Display our **school values** to our children, including Joy, Integrity, Fortitude, Kindness, Coachability and Curiosity.

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
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful solution to all issues – no shouting at staff or being rude or disrespectful
- Correct 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

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches).
- Swearing, or using offensive language.
- Displaying a temper, or shouting at members of staff, pupils or other parents.
- Threatening another member of the school community.
- Sending abusive, threatening or intimidating messages to another member of the school community, including via text, WhatsApp, email or social media. This includes any messages relating to the perceived mistreatment of your child by another child.
- Posting defamatory, offensive or derogatory comments about the school, its staff, pupils or any member of its community, including other parents, 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. Do not approach another person's child without consent from their parent or carer.
- Smoking, vaping or drinking alcohol on the school premises.
- Possessing or taking drugs (including legal highs).
- Bringing dogs onto the school premises (other than guide dogs).

#### 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 CEO, Beth Ragheb, 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.

#### 5. Use of WhatsApp

Most people take part in online activities and use social media. It's fun, interesting and keeps us connected. Many parents participate in class WhatsApp chats. Although this is a way of connecting with other members of the school community, a level of discretion must be used.

Within these spaces we ask that you use common sense when discussing school life online.

- '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, they should:

- Initially contact a member of the leadership team.
- If the concern remains, they should contact the headteacher by emailing [reception@elps.co.uk](mailto:reception@elps.co.uk).
- They should not use social media as a medium to air any concerns or grievances regarding other children, staff or any other person/s.

#### 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 libelous comments.
- Emails or messages 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.

**\*Please note, the list above is not exhaustive.**

**Should any of the above be brought to the attention of the headteacher, it will be dealt with accordingly using robust procedures. A warning letter may be issued, and in repeated or serious cases, a parent or carer may be banned from the school site.**