



# Belmont CP School

## Parents and Carers Code of Conduct

### **Introduction**

We are fortunate to have very supportive and friendly parents and carers at Belmont CP School. We recognise that educating children is a partnership between parents/carers, staff and the wider school community.

As a partnership, it is important that we maintain positive working relationships to support children in achieving their full potential. We welcome and encourage parents/carers to participate fully in the life of the school.

The school promotes respectful and responsible behaviour through the principles of '*The Belmont Way*'. It is therefore important that all members of the school community, including parents and carers, lead by example.

We recognise that parental engagement plays an important role in supporting children's attainment and progress. Parents have a legitimate interest in understanding their child's education.

However, communication and interaction with the school must always be appropriate, respectful and proportionate, recognising the professional role of staff and their entitlement to a reasonable work/life balance.

### **Purpose**

This policy provides clear guidance on expected conduct for parents, carers and visitors. It aims to ensure that the school continues to operate in a safe, respectful and supportive environment.

The policy sets out:

- The general principles underpinning conduct
- Expectations for communication
- Examples of unacceptable behaviour
- Actions the school may take where behaviour falls below expectations

The school is committed to maintaining a safe and inclusive environment. Behaviour by parents or carers that undermines this, including behaviour that raises safeguarding concerns or involves discrimination, will be addressed in line with this policy.

### **General Principles**

Parents and carers are expected to:

- Respect the values and ethos of the school

- Work in partnership with staff for the benefit of all pupils
- Treat all members of the school community with respect
- Model appropriate behaviour and language

### **Communication**

We recognise that parents and carers may need to contact the school for a range of reasons. Short, informal communication (e.g. at the school gate) is often appropriate.

For more detailed discussions, parents/carers are expected to:

- Arrange an appointment with the class teacher in the first instance
- Escalate concerns to a member of the Senior Leadership Team if needed
- Follow the school's Complaints Policy where issues remain unresolved

### **Email communication:**

- General enquiries should be sent via the school office email
- Staff will respond within a reasonable timeframe during working hours (Mon-Fri 8:30-4:30)
- Communication should remain polite and respectful at all times

We ask that parents/carers are mindful of staff workloads and allow reasonable time for responses.

### **Expected Behaviour**

Parents and carers are expected to:

- Communicate respectfully with staff and other members of the school community
- Approach concerns calmly and constructively
- Follow agreed communication procedures
- Respect the professional roles of staff

### **Unacceptable Behaviour**

The following behaviours are not acceptable:

#### **Communication:**

- Sending excessive, aggressive or demanding correspondence
- Expecting immediate responses or setting unreasonable deadlines
- Using language that is rude, offensive or personally critical
- Contacting staff outside reasonable working hours without prior agreement

#### **Behaviour towards staff and others:**

- Raising voices, using aggressive or threatening language

- Invading personal space or behaving in an intimidating manner
- Recording meetings or conversations without consent
- Attempting to undermine staff professionally

#### **Conduct on school premises:**

- Causing disruption to the school environment
- Smoking, vaping, or consuming alcohol or drugs on site
- Bringing dogs onto the premises without prior agreement (except assistance dogs)
- Approaching or reprimanding another child

#### **Online behaviour:**

- Posting defamatory, abusive or inappropriate comments about the school, staff, pupils or other parents on social media or messaging platforms
- Using online platforms to escalate concerns rather than following school procedures

#### **Equality and safeguarding:**

- Any discriminatory, abusive or prejudicial behaviour will not be tolerated
- Any behaviour that raises safeguarding concerns will be taken seriously and addressed appropriately

#### **Social Media**

The school expects all members of the community to use social media responsibly.

Concerns about the school should be raised through appropriate channels, not via social media platforms. Inappropriate use of social media may result in the school taking action, including reporting content or seeking legal advice where necessary.

#### **Actions the School May Take**

Where behaviour falls below expectations, the school may:


- Address concerns directly with the individual
- End a meeting or conversation where behaviour is inappropriate
- Communicate expectations in writing
- Restrict methods of communication
- Involve legal advisers where necessary
- Withdraw permission to enter school premises
- Involve the police in serious cases

The school site is private property and access may be restricted where appropriate.

## Final Statement

We value the support of our parents and carers and thank you for working with us to maintain a respectful and positive school environment.

Parents and carers are asked to ensure that anyone collecting their child is aware of this policy.

Ratified by governors at their meeting on:	06 May 2026
Signed:	
Review Date:	May 2028