



Brampton Village Primary School

The Brambles Pre-School

Parent/Carer and Visitor Code of Conduct

Date Agreed	September 2024
Date of Review	September 2025

1. Purpose

At Brampton Village Primary School/Brambles Pre-School 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.

We expect our school community to respect our school ethos, keep our school tidy, set a good example of their own behaviour both on school premises and when accompanying classes on school visits.

In addition, we also expect our parents, carers and visitors to keep our children safe by adhering to the school's request to park safely beyond the school gates, and with consideration for others, during morning and afternoon collections.

As a partnership we are all aware of the importance of good working relationships and all recognise the importance of these relationships to equip our children with the necessary skills for their education. For these reasons we will continue to welcome and encourage parents/ carers and visitors to participate fully in the life of our school.

The purpose of this code of conduct is to outline the expectations around the conduct of all parents, carers and visitors connected to our school.

We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. However, we understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships. Where issues arise or misconceptions take place, please contact your child's teacher or the Headteacher, who will be available to meet with you and go through the issue and hopefully resolve it. Where issues remain unresolved, please follow the school's complaints procedure. This is available on the school website, or a copy can be requested from the school office.

This code applies anywhere on the school premises, or during any activities associated with the school, and aims to clarify our expectations and the types of behaviour that will not be tolerated. It also sets out the actions the school can take should this code be ignored or where breaches occur.

We use the term 'parents/carers' to refer to:

- a) Anyone with parental responsibility for a pupil.
- b) Anyone caring for a child (such as grandparents or child-minders).
- c) Procedures outlined in this document also apply to visitors to the school.

We use the term 'school' to refer to both Brampton Village Primary School and the Brambles Pre-School.

2. Our Expectations Of Parent/Carers and Visitors

We expect parents, carers and other visitors to:

- a) Respect the vision and ethos of our school.
- b) Work together with staff in the best interests of our pupils.
- c) Treat all members of the school community with respect – setting a good example with speech and behaviour.
- d) Seek a peaceful solution to all issues.
- e) Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct.
- f) Approach the right member of school staff to help resolve any issues of concern.

3. Behaviour that will not be tolerated

- a) Disruptive behaviour which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises.
- b) Any inappropriate behaviour on the school premises.
- c) Using loud or offensive language or displaying temper.
- d) Threatening in any way, a member of staff, visitor, fellow parent/carer or child.
- e) Damaging or destroying school property.
- f) Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the school community.

- g) Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff/governors at the school on Facebook or other sites.
- h) The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of your own child on school premises.
- i) 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.)
- j) Smoking, vaping, taking illegal drugs or the consumption of alcohol on school premises. (Alcohol may only be consumed during authorised events.)
- k) Dogs being brought on to the school premises. (other than assistance dogs).
- l) Unauthorised use of sound and/or video recording devices.

Should **any** of the above occur on school premises or in connection with school activities the school may feel it is necessary to take action by contacting the appropriate authorities or consider banning the offending adult from entering the school premises.

4. Breaching the code of conduct

If the school suspects, or becomes aware, that a parent/carer/visitor has breached the code of conduct, the school will gather information from those involved and speak to the parent/carer/visitor about the incident.

Depending on the nature of the incident, the school may then:

- a) Send a warning letter to the parent/carer/visitor.
- b) Invite the parent/carer/visitor into school to meet with a senior member of staff or the Headteacher. 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.
- c) Contact the appropriate authorities (in cases of criminal behaviour). Where the unacceptable 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 or violence and actual 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.
- d) Seek advice from the Local Authority regarding further action (in cases of conduct that may be libellous or slanderous).
- e) Ban the parent/carer/visitor from the school site. A ban from the school can be introduced without having to go through all the steps offered above in more serious cases. Site bans will normally be limited in the first instance.

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. Issues of conduct with the use of Social Media

Most people take part in online activities and social media.

The PTA has a Facebook page which allows parents to receive and respond to messages about school events and different year groups have separate pages set up by parents. We encourage you to positively participate if you wish. However, 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, governors, parents or children.

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

If there are any concerns about children in relation to the school parents/carers should:

1. Initially contact the class teacher.
2. If the concern remains, they should contact the Headteacher or another senior member of staff.
3. If still unresolved, use the school's complaints procedure.

Social media should not be used as a medium to air any concerns or grievances.

Online activity which we consider inappropriate:

- a) Identifying or posting unauthorised images/videos of children whilst taking part in school activities.
- b) Abusive or personal comments about staff, governors, children or other parents/carers which may bring the school into disrepute, or which could be defamatory or libellous.
- c) Emails circulated or sent directly with abusive or personal comments about staff or children related to school activities.
- d) Using social media to publicly challenge school policies or discuss issues about individual children or members of staff.
- e) Threatening behaviour, such as verbally intimidating staff, or using bad language.
- f) Breaching school security procedures.

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

Thank you for abiding by this code in our school. Together we create a positive and uplifting environment not only for the children but also all who work and visit our school.

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



We welcome visitors to our school.



We will act to ensure it remains a safe place for pupils, staff, parents/carers and other members of our community.

If you threaten or assault anyone in the school, or persist in abusive behaviour, you will be asked to leave or be removed from the premises and may be prosecuted.

Parents' expectations of the school

Parents/carers/members of the public who raise either informal or formal issues or complaints with the school can expect the school to:

- Explain clearly how and when problems can be raised with the school.
- Respond within a reasonable time.
- Be available for consultation within reasonable time limits and respond with courtesy and respect.
- Attempt to resolve problems using reasonable means in line with the school's complaints procedure.
- Keep complainants informed of progress towards a resolution of the issues raised.

The school's expectations of parents/ carers/members of the public

The school expect parents/carers/members of the public to:

- Treat all school staff with courtesy and respect.
- Respect the needs and well-being of pupils and staff within the school.
- Avoid any use, or threatened use, of violence to people or property.
- Avoid any aggression or verbal abuse.
- Recognise the time constraints under which members of staff in schools work and allow the School a reasonable time to respond to any concerns.
- Recognise that resolving a specific problem can sometimes take some time.
- In the case of a complaint, follow the school's complaints procedure.