

St Helen's Church of England Primary School



Code of Conduct for Parents, Carers and Visitors

Approved by: Governing Body **Date:**

Last reviewed on: February 2026

Next review due by: February 2028

St. Helen's Church of England Primary School Code of Conduct for Parents, Carers and Visitors.

At St Helen's Church of England Primary School, we 'Love to Learn, learn to love, understanding that we are all different, but all equal'

This vision, rooted in Matthew 22:34-40, with our associated Christian values of Love, Friendship, Perseverance and Trust are the foundation of our school, this has inspired us when developing this policy.

This Code of Conduct is an unsigned agreement between the Parents, Carers and Visitors and St. Helen's Church of England Primary School.

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

At St. Helen's Church of England Primary 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 outside the school gates at all times.

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 and carers to participate fully in the life of our school, to include the modelling of our school values.

This code aims to clarify the types of behaviour that will not be tolerated and seeks parental agreement to these expectations.

The code of conduct also sets out the actions the school can take should this code be ignored or where breaches occur.

1. Communications protocol

All staff at St Helen's Church of England Primary School work extremely hard to provide the best for all children. Our priority is to ensure that the children are safeguarded and that they also have the maximum amount of contact from our staff. In addition to this, staff often have meetings after school or are involved in clubs or events and of a morning are teaching the children as soon as they arrive. In the light of this, it is important that a protocol for communications is clear.

1. Our priority is safeguarding. If you have a significant safeguarding concern that needs an immediate response, one of our DSLs will be called to attend to the matter as quickly as possible. This is in an exceptional circumstance.

2. If you need to speak with a member of staff:

In the mornings, speak with the member of SLT on the gate who will pass on your message and if needed, arrange a phonecall/meeting with the teacher.

After school, you can request a meeting with the class teacher and this will be arranged at their earliest convenience.

Alternatively, you can email the office – office@sthelens.medway.sch.uk

3. If your query requires a written response then an appropriate response time should be anticipated.

4. If your child is in school and you are concerned about them (for example if they are feeling unwell) please assume that all is fine. You will be notified if we have any concerns. Please do not call into the school office for a check to be made during school time.

2. Behaviour that will not be tolerated:

- Disruptive behaviour which interferes or threatens to interfere with any of the school's normal operation or activities including events on the school grounds, sport team matches and other school trips either at the school or at other locations.
- Any inappropriate behaviour on the school premises.
- Inciting conflict, spreading rumours, or engaging in hostile behaviour toward other parents, staff, or pupils - including aggressive communication and creating division.
- Displaying anger or shouting at members of staff, pupils or other parents.
- Threatening in any way, a member of staff, visitor, fellow parent, fellow carer or child.
- Damaging or destroying school property.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the school community.
- Using aggressive hand gestures e.g. raising fists and pointing of fingers.
- Trespassing on school property without prior permission.
- Breaching the school's security procedures.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/carers/staff/governors at the school on social media sites e.g. Facebook, WhatsApp
- Use of physical punishment against your child while on school premises.
- Any aggressive behaviour (including verbally or in writing) towards another child or adult.
- 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)
- Smoking, vaping, taking illegal drugs or the consumption of alcohol on school premises. (Alcohol may only be consumed during authorised events)
- Dogs being brought on to the school premises (other than guide dogs) This includes carrying dogs into the school site.

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

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 policy.

3. Breaching the Code of Conduct

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
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice regarding further action (in cases of conduct that may be libellous or slanderous)
- Restricting the parent's channels of communication to the school
- Withdraw the right for the parent to be on the school premises

Any child protection and safeguarding concerns will be addressed in accordance with the school's Child Protection and Safeguarding policy.

The school will always respond to an incident in a proportional way. The final decision on how to respond to breaches of the code of conduct rests with the Headteacher.

The school has the right to bar a parent from the premises to keep the school community safe. If a parent is displaying inappropriate or concerning behaviour, they will be asked to leave the school premises. Behaviour that could result in a parent being asked to leave the premises includes aggressive, abusive or insulting behaviour or language that is a risk to staff or pupils, or behaviour that is making staff or pupils feel threatened.

If a parent persistently or consistently behaves inappropriately on the school site, or there is a one-off incident of extremely inappropriate behaviour, the school reserves the right to bar this individual from the school site.

The school will either:

- Bar the parent temporarily, until the parent has had the opportunity to formally present their side.
- Inform the parent that they intend to bar them and invite them to present their side.
- The headteacher will send a letter to the parent, informing them of the following information:
- Why they have been temporarily barred or face a bar

- The nature of the bar, i.e. if they are temporarily barred pending their representation or if they must present their side before the decision to bar can be made
- That they have the right to formally express their views on the decision to bar in writing to the chair of governors within 10 working days

The headteacher will consult the Chair of Governors before withdrawing the right for the parent to be on school premises.

The chair of governors will take account of any representations made by the parent and decide whether to confirm or lift the bar. The parent will be notified in writing of the decision to uphold or lift the bar.

If the decision is confirmed, the parent will be notified in writing, explaining:

- How long the bar will be in place.
- When the decision will be reviewed.

Decisions to bar will be reviewed at the end of the agreed timescale, in line with the process outlined above. Following a review, the bar may be lifted or, if there are grounds for continued concern regarding the parent's conduct, it may be extended.

Once the appeal process has been completed, parents that remain barred may be able to apply to the Civil Courts. If a parent wishes to exercise this option, they will be advised to seek independent legal advice.

Note: (1) a ban from the school can be introduced without having to go through all the steps offered above in more serious cases.

(2) Site bans will normally be limited in the first instance.

4. Social Media

Parental Use of WhatsApp

We understand that many parents use WhatsApp or similar messaging apps to communicate with one another. While we support positive and constructive communication between parents, we ask that WhatsApp groups are used respectfully and responsibly. Specifically:

- Please avoid using WhatsApp to discuss issues or concerns about the school, staff or other children.
- If you have a concern, contact the school directly via the appropriate channels.
- Do not use WhatsApp to share unverified information or spread negativity.
- Respect the privacy of others, including refraining from naming children or sharing sensitive incidents.

WhatsApp groups should never be used as a platform for complaints, criticisms or debates that could be divisive or inflammatory. Concerns raised in these forums should be redirected through school communication channels so they can be resolved constructively.

Inappropriate Use of Social Network Sites

Social media websites are being used increasingly to fuel campaigns and complaints against schools, headteachers, school staff, and, in some cases, other parents or pupils. The Department for Education, Government, and Governors of St Helen's consider the use of social media websites being used in this way as unacceptable. Any concerns you may have about the school or your child/children must be made through the appropriate channels — by speaking to the class teacher, the Headteacher, or the Chair of Governors — where they will be dealt with fairly, appropriately and effectively for all concerned.

Libelous or Defamatory Posts

In the event that any parent/carer or pupil is found to be posting libellous or defamatory comments on Facebook or other social network sites including Whats app, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about what content can be posted and provide mechanisms to report content that breaches these terms. The school also expects that any parent/carer or pupil removes such comments immediately.

'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, carers or children.

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