Lewis Street Primary School
Parent/Carer Code of Conduct

Date of Approval	**Autumn 2026**
Review Date	**Autumn 2027**
Approved By	

At Lewis Street Primary School, we believe it's important to:

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

This includes staff (through the staff code of conduct) and pupils (through our behaviour policy). This code of conduct aims to help the schools work together with parents and carers by setting guidelines on appropriate behaviour.

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

- Anyone with parental responsibility for a pupil;
- Anyone caring for a child (such as grandparents or child-minders).

At Lewis Street Primary School, we have a supportive and friendly parent/carer body. Our parents and carers recognise that educating children is a process that involves partnership between parents/carers, class teachers and the school community. 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. The purpose of this policy is to provide a reminder to all parents/carers and visitors to our school about their expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual respect understanding underpinned by our school values of EXCELLENCE; RESPECT; CHALLENGE and SELF-BELIEF.

Guidance
As well as following the guidance set out in our Home-School Agreement, we expect parents, carers and visitors to:

- Respect the caring ethos, vision and values of our school.
- Understand that both teachers and parents/carers need to work together for the benefit of their children.
- Demonstrate that **all** members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour.
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue.
- Correct own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Approach the school directly to help resolve any issues of concern.
- Avoid using staff as threats to admonish children's behaviour.

In order to support a peaceful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the school grounds including team matches.
- Using loud or offensive language, swearing, cursing, using profane language, displaying temper or abusive or threatening behaviour.
- Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying school property.
- Abusive or threatening e-mails or text/voicemail/phone messages or other written communication, including on-line communications.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parent/staff, at the school on social media platforms including Facebook or other social media sites; or school Learning platforms (Seesaw). (See Appendix 1). Any concerns you may have about the school must be made through the appropriate channels by speaking to the class teacher in the first instance. This way concerns can be dealt with fairly, appropriately and effectively for all concerned.
- The use of physical aggression towards another adult or child.
- Physical punishment against your own child on school premises.
- 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 and consumption of alcohol or other drugs whilst on school property.
- Dogs being brought on to school premises (other than assistance dogs).

If school suspects, or becomes aware, that a parent/carer has breached the code of conduct, the school will gather information from those involved and speak to the parent/carers about the incident.
Depending on the nature of the incident, the school may then:

- Invite the parent into school to meet with a senior member of staff or the headteacher
- Send a warning letter to the parent/carer
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the Local Authority 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.

Appendix 1

Inappropriate use of Social Network Sites and School Learning Platforms

Social media websites are being used increasingly to fuel campaigns and complaints against schools, school staff, and in some cases other parents/pupils. The Governors of Lewis Street Primary School consider the use of social media websites/learning platforms being used in this way as unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels by speaking to the class teacher in the first instance so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil or parent/carer of a child/ren being educated at Lewis Street Primary School is found to be posting libellous or defamatory comments on Facebook, other social network sites, or learning platforms, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. The school will also expect that any parent/carer or pupil removes such comments immediately. Comments posted on learning platforms will not be approved and school reserves the right to terminate the use of the learning platform with individuals or disable the messaging facility.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly, is the issue of cyber bullying and the use by one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying. Thankfully such incidents are extremely rare.