

Parent/Carer Code of Conduct

October 2025

Percy Hedley School



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1. The purpose and scope of this Code of Conduct

At Percy Hedley School, we are very fortunate to have a supportive and committed parent/carer population that we are privileged to work in partnership with.

Sometimes, albeit very rarely, things may go wrong in that relationship. This document is for those times – times which we are certain will never arise for the vast majority of our parents and carers.

We believe it's 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

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 & carers by setting guidelines on appropriate behaviour, and should be seen in conjunction with the other two documents.

We use the term 'parents' in this document 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 & carers

We anticipate that parents, carers and other visitors will

- 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
 - work with us when appropriate to correct their own child's learning and behaviour, or those in their care, where it could lead to conflict, aggression or unsafe conduct in school
 - approach the appropriate member of school staff to help resolve any issues of concern - for sign-posting this, the school office can be contacted
 - not actively use mobile devices such as mobile phones or smart watches in and around school. If you are accessing the Early Years space these cannot be taken in with you, lockers can be provided in this instance.
 - not record our staff without their prior knowledge. If parents wish to record meetings or communications for their own personal use, to please let our staff know that this is going to happen in advance
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3. The overwhelming majority of our relationships & interactions are good. These, however, are examples of unacceptable behaviour

- Disrupting, or threatening to disrupt, school operations, including events on the school grounds, outings and sports team matches
- Swearing, or using offensive language
- Threatening another member of the school community, directly or indirectly
- Displaying a temper, or shouting at members of staff, pupils or other parents and stakeholders
- Sending abusive messages to another member of the school community, including via text, email or social media
- Joining chat rooms, or online communities with pupils from the school, other than your own child
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, 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, in person or online – any behaviour incidents should be brought to a member of staff's attention
- Smoking, vaping or drinking alcohol on school premises
- Possessing or taking illegal drugs (including legal highs) on the school premises
- Bringing dogs on to the school premises (other than assistance dogs, or by prior arrangement)
- Disengagement or non-compliance with school requests
- Using mobile devices (phones or watches) or AI devices (e.g. smart glasses or contact lenses) around the school or taking photographs on mobile devices of our pupils without prior permission
- Photographs and videos should only be taken under the direction and supervision of senior leaders within the school with the subject being your child
- Images and videos taken of students other than your child, or staff, must never be shared or posted on social networking sites

4. Inappropriate Use of Social Media

- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff at the school should not be shared on social media
 - Any concerns you may have about the school must be made through the appropriate channels or using the school's complaints policy so they can be dealt with fairly, appropriately and effectively for all concerned
 - In the event that any pupil or parent/carers of a child being educated at Percy Hedley School is found to be posting libelous or defamatory comments using social media, they will be reported to the appropriate 'report abuse' section of the site. All social media sites have clear rules about the content which can be posted on the site, and they provide robust mechanisms to report content or activity which breaches this. The school will also expect any parent/carers or pupil to remove such comments or material immediately
 - In serious cases the school will also consider its legal options to deal with any such misuse of social media. Additionally, and perhaps more importantly, is the issue of cyberbullying and the use by one child or a parent to publicly humiliate another using social media. We will take and deal with this as a serious incident of school bullying. Thankfully such incidents are extremely rare
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- We would expect that parents would make all persons responsible for collecting children aware of this policy

5. Breaching the Code of Conduct

If the school suspects, or becomes aware, that a parent has breached the Code of Conduct, the school may gather information from those involved and will speak to the parent about the incident.

Depending on the nature of the incident, the school may then do one or more of the following

- send a warning letter to the parent
- invite the parent into school to meet with a senior member of staff
- contact the appropriate authorities (eg the local authority, or in cases of criminal behaviour, the police)
- seek advice eg from our legal team regarding further action, in cases of conduct that may be libelous or slanderous
- ban the parent from the school site (see section 547 of the Education Act 1996)
- other action we deem appropriate and necessary

The school will always respond to an incident in a proportionate 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 or taking any other significant action.

6. School Security

- Adults on site must sign in and wear a visible visitor's badge. Those without an enhanced DBS will be supervised at all times.
- In the event of an invacuation, or an evacuation, parents and carers are expected to follow the instructions of school staff at all times, to ensure safety and security.
- Where the school needs to evacuate, or invacuate, parents will be informed in a timely manner. Information and instructions will be given by the school to support responses to this. We expect our parents to be led by the school and its policies in this situation.

John Steward, Headteacher

October 2025
