

Legsby Primary School
Parents and Carers - Code of Conduct

<u>Policy Information</u>			
Reviewed date	January 2026	Next review due	January 2027
Cycle of Review:	Annual	Agreed at Governors:	22/01/2026

Legsby Primary School

Parent Code of Conduct Policy

1. Introduction

At Legsby Primary School we value the strong partnership between home and school. This partnership is essential to ensure that every child feels safe, supported and able to thrive. This Parent Code of Conduct sets out the expectations for parents, carers and visitors in their interactions with the school, its staff, pupils and wider community.

The policy applies to all parents, carers, family members and visitors when:

- On school premises or school-organised events
- Communicating with school staff
- Representing the school online or in the wider community

At Legsby Primary School, our school values of Aspiration, Belonging, Respect, Accountability and Curiosity are at the heart of all school policies.

2. Aims

This policy aims to:

- Promote a respectful, positive and collaborative school community
- Ensure the safety and wellbeing of pupils, staff and visitors
- Provide clear guidance on acceptable behaviour and communication
- Support effective and professional communication between home and school

3. General Expectations of Conduct

Parents and carers are expected to:

- Treat all members of the school community with courtesy, respect and consideration
- Act as positive role models for children at all times
- Support the school's values, policies and procedures
- Raise concerns in an appropriate, respectful and constructive manner

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The following behaviours are not acceptable and will not be tolerated:

- Aggressive, abusive or threatening behaviour (verbal or physical)
- Use of discriminatory language or behaviour
- Harassment, intimidation or bullying of staff, pupils or other parents
- Disruptive behaviour that interferes with the running of the school

4. Methods of Communication

Legsby Primary School is committed to open and effective communication. Parents are expected to use the agreed channels outlined below.

4.1 Appropriate Communication Channels

- **Class teacher:** First point of contact for concerns about your child's learning or wellbeing
- **School office:** For messages, appointments and general enquiries
- **Headteacher:** For unresolved concerns or serious matters, following discussion with the class teacher
- **Formal meetings:** Parent consultations, review meetings or arranged appointments

Parents are welcome to initiate any of these steps by talking to staff members on the school gate at collection and drop off times; by phoning the school or by emailing enquiries@legsby.lincs.sch.uk

Parents should not attempt to:

- Engage staff in lengthy discussions on the playground
- Engage in discussions around sensitive or confidential subjects on the playground or about issues involving children other than their own
- Contact staff via personal social media accounts or personal phone numbers (unless there is an ongoing personal family or friendship connection outside of school)
- Approach staff outside school hours or in public places about school matters

4.2 Expected Communication Standards

All communication (verbal, written or electronic) should be:

- Polite, respectful and professional in tone
- Clear and factual
- Focused on finding solutions in the best interests of the child

The school reserves the right to end or not respond to communication that is abusive, offensive or unreasonable.

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5. Conduct In and Around the School

When on school premises or attending school events, parents and carers are expected to:

- Follow all school rules, procedures and safeguarding requirements
- Respect the authority and instructions of school staff
- Support safe entry and exit procedures at the start and end of the school day
- Park considerately and safely, showing respect to local residents and complying with the laws around parking on zigzags. Please note it is not the school's remit to enforce parking in this area.

Parents must not:

- Enter classrooms or other areas of the school without permission
- Challenge or reprimand pupils (other than their own) on school premises
- Smoke, vape or use alcohol or illegal substances on school grounds
- Bring dogs or other pets onto the school site (unless permission has been granted)

6. Use of Social Media

Legsby Primary School recognises that social media is widely used; however, its misuse can cause significant harm.

Parents and carers must:

- Refrain from posting negative, defamatory or inflammatory comments about the school, staff, pupils or other parents
- Avoid sharing confidential or sensitive information relating to the school community
- Respect the privacy of children, families and staff by only posting about their own children

Parents must not:

- Name or identify individual pupils or staff in a negative or critical way
- Post photographs or videos of pupils (other than their own) without consent
- Use social media to raise concerns or complaints about the school

Concerns should always be raised directly with the school through the appropriate channels.

7. Managing Concerns and Complaints

The school welcomes feedback and is committed to resolving concerns fairly and promptly.

Parents are expected to:

- Follow the school's Complaints Policy

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- Allow the school reasonable time to investigate and respond
- Work collaboratively with staff to reach a resolution

8. Breaches of the Code of Conduct

If a parent or carer breaches this Code of Conduct, the school may:

- Issue a verbal or written warning
- Restrict methods of communication
- Require meetings to take place with a senior member of staff present
- Limit access to the school site
- In extreme cases, involve external agencies or take legal action

Any action taken will be proportionate and in line with school policies and legal requirements.

9. Monitoring and Review

This policy will be reviewed regularly by the governing body to ensure it remains effective and appropriate.

10. Acceptance of the Policy

By enrolling a child at Legsby Primary School, parents and carers are deemed to have read, understood and agreed to abide by this Parent Code of Conduct.
