Date established by governing body Autumn Term 2026 **Date for full implementation** Immediately **Date for review** Autumn Term 2027

Code of Conduct for parents, carers and visitors

This code of conduct is an unsigned agreement between the parents, carers, visitors and Cleaswell Hill School.

At Cleaswell Hill, we are proud and fortunate to have a very dedicated and supportive school community.

We value our strong relationship with parents and carers and together this helps us achieve the very best for the children in a mutually supportive partnership.

We are confident that staff, governors, parents, carers and visitors understand the importance of a good working relationship based on the principles of care, integrity, trust and mutual respect.

We welcome and encourage parents to participate fully in the life of our school to create the best outcomes for children.

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

At Cleaswell Hill School we believe it is 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 policies, for e.g. Staff Code of Conduct and Safe Touch Policy) and pupils (through our Behaviour is Communication Policy).

This code of conduct for parents, carers and visitors aims to help school work in collaboration by setting guidelines on appropriate behaviour and being clear about what school staff will not tolerate.

We use the term 'parents' to refer to:

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

Our expectations of parents, carers and visitors

We expect parents, carers and other visitors to:

- 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, using appropriate language, interactions and behaviour both on and offline
- Work positively and collaboratively with school to seek a solution to all issues as they arise.
- Approach the right member of school staff to help resolve any issues of concern and seek advice from the school office about who the most appropriate person is to speak about a given issue if unsure.

In order to support a positive and safe school environment for everyone, the school will not tolerate parents, carers or visitors exhibiting the following behaviours;

- Malicious communication causing alarm and emotional distress to staff
- Swearing, or using offensive language
- Displaying behaviour which could be interpreted by others as being intimidating, reactive, or upsetting both verbally and non-verbally towards staff, children, other parents/carers
- Any aggressive behaviour, including verbal or written communication
- Threatening a member of the school community
- Inappropriate use of social networking sites;

Sending abusive messages to a member of the school community, including via text, email or social media

Posting defamatory, offensive, derogatory or untrue comments, or misuse of generative AI, or image manipulation software that would be regarded as offensive or derogatory about the school, its staff or any member of its community, on social media platforms

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds)
- Use of any form of punishment against your child while on school premises

- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention

- Smoking, taking illegal drugs or drinking alcohol on school premises or being under the influence of such substances

- Damaging or destroying school property

- Bringing dogs onto school premises (other than guide dogs)

We are committed to British Values and British laws that protect all members of our society and our communities. This means that we support the freedom of individuals to make choices about their lives as long as they do not infringe on the rights of others, the principle of mutual respect and the tolerance and inclusivity of different faiths, beliefs and backgrounds.

As such we will not tolerate language or behaviour that is not respectful of other peoples' protected characteristics or that which infringes on the rights of others.

All communication channels are monitored (telephone, email, Facebook parent pages, Tapestry) and any communication that falls below the expected standard set out in this policy will be recorded and addressed.

What happens if someone ignores or breaches the code of conduct?

In the event of any parent, carer or visitor of the school not following this code, then proportionate actions will be taken as follows;

- Staff have been advised to terminate any conversation where they feel this is rude, critical, abusive or offensive.

- If an individual's behaviour is causing a significant level of disruption, school will implement a tailored communication strategy.

- In cases where the unacceptable behaviour is considered to be a serious and potentially a criminal matter, the concerns may be referred to the police.

- This will include any or all cases of malicious communication, threats of violence and actual violence to any member of the school community.

- This will also include anything that could be seen as a sign of harassment of any member of the school community, such as insulting comments or social media post.

- In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the school will refer the matter to the Local Authority Legal Team for further action.

- If the home-school partnership becomes strained over time, with continued dissatisfaction, to the point of not being able to work in respectful, trusting collaboration, then discussions regarding suitability of placement will begin. This is in order for the child to continue towards successful educational outcomes.

Issues of conduct with the use of social media

Most people take part in online activities and social media. It is a helpful way to keep us connected.

Cleaswell Hill School has a parent Facebook page which allows parents to receive and respond to messages about school events. We encourage you to positively participate if you wish.

Within these spaces however, we ask that you use common sense when discussing school life online. 'Think before you post' and do not use public or private social media to fuel campaigns and voice complaints against the school, staff, parents or children.

Staff have been instructed not to respond to 'friend requests' or similar from children and their families on social media. We ask that you do not initiate 'friend requests' or similar on social media channels and continue to use the school systems to contact staff.

School reserve the right to monitor and gate keep group interaction on this page.

School contact

If parents have concerns about their child in relation to school, they should contact the class teacher. If concern remains, they should contact the Phase Leader, then Deputy Headteacher and lastly Head teacher. If still unresolved, parents should follow the complaints procedure available on the school website.

School have a number of channels for contacting your child's class teacher:

- School diary
- Pathway email
- Tapestry
- Email – admin@cleaswellhill.org
- School office telephone number
- On the school yard

For general queries, staff will endeavour to contact you in school hours as soon as is reasonably practicable given their class teaching commitments.

We understand that it is possible to send and receive Tapestry messages out of school hours, at weekends and in the school holidays, however, staff are not expected to receive, action or respond during these times unless there is a clear concern for the safety of a child.

We ask that for any concerns or serious concerns that you contact the school office via telephone, where the appropriate person will be notified of your concern and then respond in a timely manner as proportionate to the concern. Please be aware that you will be asked about the nature of your concern by the office staff to help direct your concern to the most appropriate person.

For daily queries please use the pathway email or school diary.

At our school we take our safeguarding responsibilities extremely seriously and will deal with any reported incidents appropriately in line with school policy.

Please refer to: Home and School Communication Policy

Serial and Persistent Complainants Policy

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Date: September 2026