

Stanbury Village School



Unlocking Potential, Nurturing Excellence

Parent Code of Conduct

Reviewed and approved by:	Mr A Robinson	Governing Body
Position:	Headteacher	
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Stanbury Village School

Parent Code of Conduct

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Section 1 – Purpose and Scope

At Stanbury Village School, we are a caring and inclusive community committed to providing a stimulating learning environment where every individual is supported to achieve their full potential.

We value the strong partnerships we build with parents and carers, recognising that working together is key to securing the very best outcomes for our children. Our school is guided by core values of respect, kindness, inclusivity, fairness, and collaboration, which underpin everything we do.

As a school community, we understand that positive relationships are essential in preparing children for the future. We actively encourage parents and carers to engage fully in school life and to support and model our shared values.

Creating the best possible outcomes for children relies on a relationship between home and school that is built on care, trust, mutual respect, and clear, appropriate boundaries. These boundaries ensure that all interactions remain professional, constructive, and focused on the wellbeing and development of every child. Maintaining this balanced partnership is vital to ensuring that all children feel safe, supported, and free from unnecessary stress or anxiety.

This policy outlines our expectations for the conduct of parents, carers, and visitors, with the aim of fostering a respectful and understanding environment. It also highlights the school's responsibility to ensure that all staff are treated with dignity and respect.

Through this code of conduct, we aim to work in partnership with parents by establishing clear expectations for behaviour, helping to create an environment where:

- All members of the school community are treated with respect at all times
- All members of the school community feel safe and secure
- Concerns are raised and addressed in a calm, constructive, and respectful manner
- Clear and appropriate boundaries between home and school are understood and upheld

For the purpose of this policy, the term "parents" refers to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child, such as grandparents or childminders

Section 2 – Our expectations of Parents and Carers

In keeping with the principles outlined above, we ask that all parents, carers and visitors:

- Respect the caring ethos, vision and values of Stanbury Village School
- Work in partnership with staff, recognising that both parents and school professionals share a shared commitment to acting in the best interests of all pupils
- Treat all members of the school community with respect, modelling appropriate language, behaviour and attitudes at all times
- Approach school staff in a calm and appropriate manner when seeking to resolve any concerns or issues
- Support the school by addressing and managing their child's behaviour, both on and off the school premises, particularly where it may lead to conflict, aggression or unsafe conduct
- Use positive and constructive strategies to manage their child's behaviour, rather than using school staff as a means of threat or discipline
- Respect the professional roles and responsibilities of school staff. The day-to-day management and operation of the school, including staffing matters and decision-making, are the responsibility of the Headteacher and leadership team
- Refrain from attempting to influence school decisions or becoming involved in matters which fall outside the appropriate role of parents and carers

Parents and carers are also asked to ensure that any individual responsible for collecting their child is aware of, and adheres to, this policy.

Section 3 – Behaviour that will not be tolerated

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

- Disruptive behaviour which interferes with, or threatens to interfere with, school operations or activities (including events on the school grounds and sports team matches)
- Swearing or using offensive language on the school premises
- Using unkind or derogatory language about another child
- Using loud or offensive language, displaying a temper, or shouting at members of staff, pupils or other parents
- Threatening, in any way, a member of school staff, visitor, fellow parent/carer, pupil or other member of the school community
- Damaging or destroying school property
- Sending abusive or threatening emails, text messages, voice messages, phone calls or other written communications to any member of the school community
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community on social media platforms or through other communication channels, including messaging services such as WhatsApp groups
- Using any form of communication, including social media or messaging platforms (such as WhatsApp), to incite conflict, spread misinformation or cause distress within the school community
- Share screenshots, copies or summaries of private communications between parents and the school under any circumstances
- Use of physical or verbal aggression towards another adult or child. This includes physical punishment of a child whilst on school premises
- Approaching another person's child to discuss or reprimand them because of their actions towards their own child (such an approach may be considered inappropriate and could have legal consequences)
- Smoking, vaping, taking illegal drugs or consuming alcohol on the school premises (alcohol may only be consumed at authorised events)
- Bringing dogs onto the school premises (other than assistance dogs)
- Use of mobile phones for taking photos or videos of other children whilst on school premises unless permission is given by a member of the Senior Leadership Team.

Section 4 – Communications Protocol

All staff at Stanbury Village School are committed to providing the very best for all children. Our priority is to ensure that pupils are safe and well supported, and that they benefit from high-quality teaching and care throughout the school day. In addition, staff often have responsibilities beyond the classroom, including meetings, clubs, school events and we also have to remember, they have their own personal lives and families.

In light of this, it is important that clear communication protocols are in place:

1. **Safeguarding is our highest priority.** If you have an urgent safeguarding concern that requires an immediate response, a Designated Safeguarding Lead (DSL) will be made available to address the matter as quickly as possible. This applies in exceptional circumstances only.
2. **Communication with staff.** If you need to contact a member of staff beyond a brief message that can be passed on at the school gate, all communication should be directed to the school office via email. The subject line must clearly state who the email is intended for, so that it can be forwarded appropriately.
3. **Response times.** We aim to respond to emails within three working days. However, as some members of staff work part-time, response times may vary and will reflect their working days.
4. **Written responses.** Where a query requires a detailed or written response, parents and carers should allow a reasonable timeframe for this to be provided. In line with our complaints policy, if a matter needs to be investigated and explored a written response should be expected within ten working days.

Contacting specific staff members

Staff must not be contacted directly via their individual work email addresses or through personal contact details, including personal mobile numbers or social media accounts.

All communication should be sent to the school office email address. The subject line must clearly state the name of the staff member the message is intended for, so that it can be forwarded appropriately.

Meetings with staff members

If a matter requires more than a brief exchange of information, a meeting should be arranged. This should be requested via the school office email address. Drop-off and collection times are limited and are not appropriate for discussions beyond a few minutes.

The length of any meeting will be agreed in advance, and we ask that all parties respect this timeframe. If further discussion is needed, an additional meeting can be arranged. On occasion, the school may need to cancel a meeting due to unforeseen circumstances; if this happens, we will endeavour to rearrange it at the earliest available opportunity.

During meetings with staff, the use of electronic devices to record conversations is not permitted. However, both parties are welcome to take handwritten notes.

If there is a significant safeguarding concern, this will always be treated as a priority, and an appropriate member of staff will be made available as quickly as possible.

While we will always aim to respond promptly and efficiently, we ask for understanding that staff are responsible for supporting many children throughout the school day. Respect for these working practices is essential.

Section 5 – Social Media

Parental Use of WhatsApp and other messaging services

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 these platforms 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
- Do not share screenshots, copies or summaries of private communications between parents and the school under any circumstances

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

Inappropriate Use of Social Networking Sites

Social media is increasingly being used to raise concerns or complaints about schools, staff, and, in some cases, other parents or pupils.

The Governing Body, and Stanbury Village School consider the use of social media in this way to be unacceptable. Any concerns about the school or your child should be raised through the appropriate channels — by speaking to the class teacher, the Headteacher, or the Chair of Governors — where they can be addressed fairly, appropriately and effectively.

Libellous or Defamatory Posts

If any parent, carer or pupil is found to be posting libellous or defamatory comments on social media platforms (including Facebook, WhatsApp or similar), this will be reported to the appropriate 'report abuse' section of the platform.

All social media platforms have clear rules about acceptable content and provide mechanisms to report breaches. The school expects that any such comments are removed immediately.

Cyberbullying

The school takes all forms of cyberbullying very seriously. The use of social media or messaging platforms to publicly humiliate, target or undermine another individual will be treated as a serious matter.

This applies to behaviour by both pupils and adults and may be dealt with as a serious incident of bullying.

The school will also consider its legal options in response to any misuse of social networking or communication platforms.

Section 6 – Breaching the Parent Code of Conduct

If the school suspects, or becomes aware, that a parent, carer or visitor has breached this Code of Conduct, it will respond in a fair and proportionate manner. In most cases, the school will follow a **phased approach**, outlined below, to resolve concerns:

Stage 1 – Informal Resolution

- The matter may be addressed informally, with a reminder of the expectations set out in this Code of Conduct

Stage 2 – Formal Discussion

- The parent or carer may be invited into school to meet with a member of the Senior Leadership Team, and/or where appropriate, the Chair of Governors

Stage 3 – Formal Written Warning

- A formal written warning may be issued outlining the concerns and expected standards of behaviour

Stage 4 – Further Action

- The school may contact appropriate authorities in cases where behaviour is considered to be criminal
- Legal advice may be sought where conduct is potentially defamatory, libellous or slanderous, including content shared via social media, messaging services (such as WhatsApp), or other communication platforms

Stage 5 – Restriction of Access

- In more serious cases, the school may restrict access to the site or, where necessary, issue a ban from the school premises

While this staged approach will normally be followed, **the Headteacher reserves the right to move directly to a more serious stage, or escalate the matter more quickly, depending on the severity of the breach.**

The final decision on how to respond to any breach of this Code of Conduct rests with the Headteacher. The Headteacher will consult with the Chair of Governors before any decision is made to ban a parent or carer from the school site.