

Believe and Achieve



Parent/Carer Code of Conduct

J Bartle

HEAD TEACHER

N Hill

CHAIR OF GOVERNORS

January 2026

DATE

January 2027

DATE TO BE REVIEWED

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1. Purpose and scope

At Coxhoe Primary School, we believe our school community is based upon positive relationships that are underpinned by mutual respect. The community supporting our School is one of its many strengths and we value it hugely. The support we have from parents/carers is second to none and we encourage open and honest dialogue.

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
- 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 by setting guidelines on appropriate behaviour.

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)

2. Our expectations of parents and carers

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 – setting a good example with language and behaviour
- Seek a peaceful solution to all issues
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern

3. Behaviour that will not be tolerated

Behaviours which we consider inappropriate include but are not limited to:

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)

- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email or social media
- 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 – please bring any behaviour incidents to a member of staff's attention
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (unless they are being safely carried) other than guide dogs

4. Inappropriate use of Social Network Sites

'Think before you post' We ask that social media, **whether public or private**, should not be used to fuel campaigns and voice complaints against the school, school staff, parents or children. We take very seriously inappropriate use of social media by a parent/carer to publicly humiliate or criticise another parent, member of staff or child.

If parents have any concerns about their child in relation to the school they should:

- Initially contact the class teacher
- If the concern remains unresolved, they should contact the Headteacher
- If still unresolved, contact the school governors using our complaints procedure

They **should not** use social media as a medium to air any concerns or grievances.

Online activities which we consider inappropriate include but are not limited to:

- Identifying or posting images/videos of children from school/school events
- Abusive or personal comments about staff, governors, children or other parents
- Bringing the school in disrepute
- Posting defamatory or libelous comments

- Emails circulated or sent directly with abusive or personal comments about staff or children
- Using social media to publicly challenge school policies or discuss issues about individual children or members of staff
- Threatening behaviour, such as verbally intimidating staff, or using bad language
- Breaching school security procedures

At our school we take our safeguarding responsibilities very seriously and will deal with any reported incidents appropriately in line with the actions outlined above.

5. Breaching the code of conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent/s about the incident.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent/carer
- Invite the parent/carer in to school to meet with a senior member of staff or the headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the local authority's legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Remove the rights of the parent(s) carer(s) to access 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 removing the rights of a parent(s) to access the school site.

COXHOE PRIMARY SCHOOL

Believe and Achieve

We aim to offer our children engaging and enriching opportunities to allow them to develop the knowledge, skills and resilience they need to achieve in our everchanging and culturally diverse world.

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Appendix 1: Incident Report Form

This form should be completed as fully as possible please, using a continuation sheet, if necessary. For any incident involving or witnessed by a pupil or parent/carer/visitor, a member of staff should complete the form on their behalf. The completed form should be passed to the head teacher, for appropriate action and recording.

Your details	
Name of person reporting incident	
Role	
Date and time of incident	
Details of concern	

Name(s) of person(s) causing incident (where name(s) is/are unknown, provide other details of which may allow their identification)	
Status(es) (parents/carers/visitors/trespassers)	
Full description of incident (e.g., names of persons involved; location; nature of any injuries; attendance of emergency services)	
Initial action/outcome (e.g., Informal conciliation; police intervention; warning or banning letter issued)	
Summary of subsequent actions taken by the school, including risk assessments	
Linked incidents (if any)	