

Parent Code of Conduct

New

November 2025

Adopted by Governors:

**Full Governing Body
20th November 2025**

Next review:

Autumn 2027

Kings Mill School & Residence



Parent Code of Conduct

Introduction

We are very fortunate to have supportive and friendly parents and carers. Our parents/carers recognise that educating their children is a process that involves partnership between parents, carers, class teachers and the whole school community. As a partnership, our parents/carers will understand the importance of a good working relationship to equip their children with the necessary skills needed as they grow to adulthood. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our school.

This policy should be read in conjunction with the school's Behaviour Policy, Health and Safety Policy and Communication Protocol.

Purpose and Scope

The purpose of this policy is to provide a reminder to all parents, carers and visitors to our school about their expected conduct. This is so we all can continue to flourish, progress and achieve in an atmosphere of mutual understanding. This policy aims to foster a positive, respectful, and collaborative partnership between families, and visitors, and the school community to support the best outcomes for all our pupils. All parents and carers, and visitors are expected to uphold these standards while engaging with the school, its staff, pupils, and other families.

Core Values and Principles

Parents and carers at Kings Mill School are expected to:

- Demonstrate respect for the school's vision of building a supportive, inclusive community where every pupil is valued and encouraged to develop independence.
- Support the school's commitment to celebrating diversity, equality, and British values, including respect for all faiths, cultures, and backgrounds.
- Encourage and model positive attitudes towards learning, growth mind-set, and resilience in their children.
- Contribute to a safe and happy environment for all pupils, families, and staff.

Parental Conduct and Behaviour

Parents and carers, and visitors should:

- Treat all staff, pupils, visitors, and other parents with courtesy, respect, and kindness.
- Communicate politely and constructively when raising concerns or providing feedback.
- Avoid using inappropriate, offensive, or aggressive language or behaviour on school premises or in any communication related to the school.
- Respect the school staff's professional roles and decisions while seeking resolution through appropriate channels.
- Ensure punctuality and regular attendance of their children, supporting the school's efforts to maintain high standards.

Relationships with Pupils

Parents and carers must:

- Promote positive attitudes in their children towards peers and staff, encouraging cooperation and respect.
- Support the school's expectations around behaviour and safety to help pupils feel secure and valued.
- Work with staff to help pupils develop communication skills, independence, and social interaction in line with their individual needs.

Relationships with School Staff and Community

Parents and carers should:

- Engage respectfully and collaboratively with teachers, support staff, and leadership, recognising their expertise in meeting the pupils' complex needs.
- Participate positively in school events, meetings, and consultations to support their child's education and wellbeing.
- Support the school's 'open door' policy by maintaining transparent and honest communication.
- Refrain from any behaviour that could undermine staff morale or the school's inclusive ethos.

Confidentiality and Data Protection

Parents and carers, and visitors are expected to:

- Respect the confidentiality of personal and sensitive information concerning other pupils, families, and staff.
- Share information about their own child's needs and circumstances honestly and promptly to support appropriate care and education.
- Avoid sharing confidential school matters or individual pupil information on social media or other public forums.

Health and Safety

Parents and carers, and visitors, must:

- Comply with all school's health and safety policies and procedures to ensure the wellbeing of pupils and staff.
- Ensure their child's safe arrival and collection, including adherence to school transport arrangements where applicable.
- Inform the school promptly of any medical, behavioural, or safeguarding concerns relating to their child.
- Support the school's safeguarding duties by cooperating with any investigations or safeguarding procedures as needed.

Use of School Resources

Parents and carers, and visitors should:

- Use school facilities, equipment, and communication channels responsibly and respectfully.
- Support the school's efforts to maintain a safe, clean, and stimulating environment for all pupils.

Communication and Social Media

Parents and carers, and visitors are expected to:

- Communicate with the school through appropriate and official channels, such as meetings, emails, DoJo or phone calls with designated staff. (reference Appendix A: Communication Protocol)
- Use social media responsibly and respectfully, avoiding posts or comments that could harm the school's reputation or cause distress to pupils, families, or staff.
- Avoid sharing images or information about other pupils without explicit permission.
- Raise concerns directly with the school rather than responding through social media.

Compliance with School Policies and Procedures

Parents and carers, and visitors must:

- Familiarise themselves with and adhere to all relevant school policies, including safeguarding, behaviour, attendance, and health and safety.
- Support the school's efforts to provide a high-quality, inclusive education tailored to the needs of all the pupils with severe and complex learning difficulties.
- Engage constructively with any school requests or interventions aimed at improving pupil outcomes or wellbeing.

By adhering to this code of conduct, parents and carers, and visitors at Kings Mill School contribute to a positive, respectful, and supportive community that enables pupils to thrive, develop independence, and prepare for their onward journey in life.

STEPS TO BE TAKEN IF AN INCIDENT OCCURS

STEP 1:

VERBAL WARNING

The head teacher (or member of SLT) will speak to the person or persons perpetrating such an incident, privately. It will be put to them that such behaviour is unacceptable, and an assurance will be sought that such an incident will not be repeated.

If staff experience abusive or threatening telephone calls, they will cease the conversation immediately. Staff will note the conversation and will report the conversation to the HT or member of SLT.

If staff experience abusive or threatening behaviour from families when collecting or dropping pupils off at their homes, they will leave the home immediately with the child in the care of their family. Staff will note the behaviour and will report the behaviour to the HT or member of SLT.

It will be stressed on these occasions that repetition of such an incident will result in furthermore serious action being taken. If the head teacher has been subject to abuse this will be done by the Chair of Governors (or another appointed governor).

NB: Any incidents of violent conduct would immediately proceed to step 5. Any act of actual or threatened violence will be referred to the police immediately.

Step 2

WRITTEN WARNING

If a second incident occurs involving the same person or persons, the head teacher will write to the adult(s) informing them once again that this conduct is unacceptable. As for Step 1, if the head teacher has been subject to abuse this will be done by the Chair or Governors or another appointed governor.

NB: Any incidents of violent conduct would immediately proceed to step 5. Any act of actual or threatened violence will be referred to the police immediately.

STEP 3:

FINAL WRITTEN WARNING

If a third incident occurs involving the same person or persons, the Head Teacher, Chair of Governors or other appointed independent governor, will write to the adult(s) giving a final warning that this abusive and threatening behaviour is unacceptable, and that a repetition of this conduct will leave the governors no option but to take further action.

NB: Any incidents of violent conduct would immediately proceed to step 5. Any act of actual or threatened violence will be referred to the police immediately.

STEP 4:

EXCLUSION FROM SCHOOL PREMISES

If such an incident recurs or if an initial incident is considered serious enough, the Chair of Governors (or other appointed governor) would enforce an exclusion from school premises.

NB: Any incidents of violent conduct would immediately proceed to step 5. Any act of actual or threatened violence will be referred to the police immediately.

STEP 5:

REMOVAL BY POLICE

If, following a decision to exclude a person from the school premises, that person persists in entering school premises, they may be removed by the police as a trespasser under Section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986.

All parents/carers, even if excluded from school premises, are not excluded from their rights to access to school and have a right to seek an appointment to speak to school staff about their child's educational progress.

Kings Mill Communication Protocol

We communicate with our families in many different ways, depending on what it is we need to communicate and how urgent it is. **It is important that you are able to use and access all of the methods of communication listed below as in an attempt to reduce our impact on the environment we rarely send out paper based documentation.**

The table below indicates what we typically communicate and via which method, as well as how you can communicate with us.

We expect that communications between all parties will be mutually respectful.

School/Residence to home

Method of communication	For what reason	Other information
ARBOR 	• In app notifications from school • Notification of trips • Consent forms for trips • Update your personal information i.e. phone numbers, address • Payments of School meals • Any other payment items	You will receive a welcome email once your child has started school. You won't be able to log in before. This can be downloaded from the App store or Play store.
Medical Tracker 	• record and track first aid incidents that involve pupils • log and track medication conditions and administration of medication for pupils • email promptly following a first aid incident	You will receive a welcome letter once your child has started school. You won't be able to log in before. This is not an App. Emails will be sent from donotreply@medicaltracker.co.uk, please add this address to your email address book to prevent messages being blocked by spam filters.
Emails 	• To discuss any issues / share information between home and teacher where Dojo would be inappropriate. • Reminders • Notices - sometimes urgent ones	If you change your email address it's important to let us know kingsmill.specialschool@eastriding.gov.uk staff are not expected to reply to emails outside working hours

Dojo messages 	- Teachers / support staff / Residence send messages via the Dojo app that are only applicable to your child and their class. e.g. trip reminders, bringing things into school, - Teachers and LSAs will send you information about your child's day and any achievements so you are able to celebrate with them at home. - You are able to respond directly to the person who sent the message (see below in Home to School section) - Children are given dojo points for good work, behaviour etc - via this app you can see how many they have received and why.	You will need the 'Class Dojo' app, downloadable for free in your app store. If the app suggests you need to pay for something, you don't, so just ignore this message. Available in the App store Please consider carefully the time that you send a message to a teacher. It is important to realise that you may not receive an immediate response. You will, however, receive a response by the next working day at the latest. Staff are not expected to reply to messages outside working hours
Dojo class story	- Class staff are able to send photos that will appear via the dojo app 'class story' so you can see what they have been learning. - The 'class story' allows staff to share information with all parents at once.	See above
Dojo school story	- Reminders - Notices - sometimes urgent ones - Newsletters - News about the school - Photos of events - Links to useful info e.g. lunch menus, term dates - Calendar dates	
Phone calls 	You may receive a call to discuss something very specific e.g. medical issue, medication, injury, a behaviour incident.	It's really important that we have up to date phone contacts. We need a minimum of two contacts in case of emergencies, ideally three.

Home to school / residence

Ways that parent/carers can contact teachers and care staff

Method of communication	For what reason	Other information
Telephone call	<i>Examples:</i> • Report absence - before 8.30am • Make an enquiry • Ask for an appointment to speak to a teacher or other member of staff This is not exhaustive. There are many more reasons why you may wish to call school.	By telephone - 01377 253375 When telephone calls are made to the school you will be presented with four options: 1) Main school office 2) Residence 3) Home School Liaison Officer 4) All other enquiries We will endeavour to answer your calls within four rings. If we fail to answer your call you will be asked to leave a message and we will get back to you as soon as possible. When the school office is closed, you can leave a message on the messaging service and your call will be returned when the office re-opens. The school office opening hours are 8am until 4pm, term time only. Our front office reception team, Suzi, Amy and Lynne will be pleased to receive your call and put you in contact with the appropriate member of staff. Please DO NOT use transport staff to pass on messages.
Email to the school office	<i>Examples:</i> • Report absence - before 8.30am • Make an enquiry • Ask for an appointment to speak to a teacher or other member of staff • Respond to an email	kingsmill.specialschool@eastriding.gov.uk General emails to the school should be sent to the school admin email stating the nature of your enquiry or issue. It will be answered as soon as possible. There may be a delay in acknowledging receipt when the school is closed for the weekend or during school holidays.

Email to class teacher	<i>Examples:</i> • Ask for an appointment to speak to a teacher or other member of staff • To discuss any issues with the teacher where Dojo would be inappropriate.	Your class teacher will share their work email address staff are not expected to reply to emails outside working hours
Dojo message	• Related to their class work • Report something that the teacher may need to be aware of e.g. your child didn't sleep well last night, their pet died, they have not had time to have any breakfast. • Report absence – before 8.30am	Please consider carefully the time that you send a message to a teacher. It is important to realise that you may not receive an immediate response. You will, however, receive a response by the next working day at the latest. staff are not expected to reply to emails outside working hours