

St. Chad's C.E. (C) Primary School for Parent / Carer / Visitor Code of Conduct Policy



We are a Church of England School and our policies are written with a commitment to our Christian Character, which is rooted in the Bible.

All Scripture is given by inspiration of God, and is profitable for doctrine, for reproof, for correction, for instruction in righteousness, that the person of God may be complete, thoroughly equipped for every good work. (2 Timothy 3:16-17)

This Code of Conduct is an unsigned agreement between the Parents, Carers and Visitors and St. Chad's C.E. (C) Primary School.

This policy will be reviewed in full by the Governing Body on an annual basis.

Signature	<i>J Brennan</i> Joanne Brennan	Headteacher	Date: 11 th September, 2026
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Signature	<i>Z Comley</i> Zoe Comley	Chair of Governors	Date: 11 th September, 2026
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Renewal Date:	11 th September, 2027
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Statement of Intent

At St Chad's we are very proud and fortunate to have a dedicated and supportive school community. Together we endeavour to 'grow hearts and minds'. Our Christian values of hope, forgiveness, community and kindness underpin the way we work together.

The education and wellbeing of our children is a partnership between home and school. We therefore expect all parents, carers and visitors to model the respectful, kind and safe behaviour that we want our children to demonstrate.

This Code of Conduct sets out the expectations for parents, carers and visitors when communicating with, or attending, St Chad's C.E. (C) Primary School. It applies on school premises, during school activities and visits, and to online or other communication where it concerns the school or members of its community.

The purpose of this Code is not to prevent parents and carers from raising concerns or making complaints. Parents and carers are encouraged to raise concerns constructively through the school's published procedures. However, concerns must be raised respectfully and without abusive, threatening, discriminatory, intimidating or harassing behaviour.

Working in Partnership

We expect parents, carers and visitors to:

- support the school's Christian ethos, values and commitment to 'Growing Hearts and Minds';
- treat pupils, staff, governors, volunteers, visitors and other parents/carers with courtesy, dignity and respect;
- act as positive role models for children, including during school events, visits and activities;
- support the school's policies and procedures, including safeguarding, behaviour, attendance, online safety and complaints procedures;
- communicate concerns calmly and through the appropriate channels;
- respect staff working hours and the school's agreed communication arrangements;
- support the school in keeping children safe, including by following site security, collection and parking arrangements;
- ensure that any person collecting or accompanying a child on their behalf is aware of and follows this Code.

3.

Raising Concerns and Complaints

We are committed to resolving difficulties constructively through open and positive dialogue. Everyday misunderstandings can cause frustration; wherever possible these should be addressed promptly and respectfully.

1. In the first instance, contact your child's class teacher where appropriate.
2. If the concern remains unresolved, contact the relevant phase leader.
3. Where appropriate, request a meeting with the Deputy Headteacher or Headteacher.
4. If the matter remains unresolved, use the school's Complaints Policy, including the route to the Chair of Governors where applicable.

Nothing within this Code of Conduct prevents a parent or carer from making a legitimate complaint or raising a safeguarding concern. The school expects such concerns to be raised through the appropriate channels rather than through personal attacks, public campaigns, abusive communications or social media.

Behaviour That Will Not Be Accepted

The following behaviours are not acceptable, whether in person, by telephone, email, messaging service, social media or other online platforms:

- disruptive behaviour that interferes, or threatens to interfere, with the normal operation of the school;
- aggressive, intimidating, threatening, abusive, insulting or offensive language or behaviour;
- threats of violence or actual violence towards any member of the school community;
- physical, verbal or written aggression towards an adult or child, including physical punishment of a child on school premises;
- harassment, stalking, bullying or repeated unwanted contact involving staff, pupils, governors, volunteers or other members of the school community;
- discriminatory, prejudicial or derogatory comments or conduct relating to protected characteristics or any other personal characteristic;
- damaging or destroying school property;
- sending abusive, threatening, intimidating emails, texts, voicemails, messages or letters;
- excessive communications such as repeat communications regarding the same matter after a response has been provided, or a volume of contact that places unreasonable demands on time;
- making knowingly false, malicious or defamatory statements about the school or members of its community;
- approaching, confronting or attempting to discipline another person's child about an incident involving their own child;
- smoking, vaping, taking illegal drugs or consuming alcohol on school premises, except where alcohol has been specifically authorised for a school event;
- bringing dogs onto the school premises other than recognised assistance dogs, unless specifically authorised;
- breaching school security procedures or attempting to enter restricted areas without permission;
- recording, photographing or livestreaming meetings, staff, pupils or other members of the school community without appropriate prior agreement;
- using any device or technology in a way that compromises safeguarding, privacy or the dignity of others.
- Dropping off or collecting children wearing inappropriate clothing including but not limited to pyjamas or clothing displaying offensive slogans.

Mobile Phones, Smart Devices, Photography and Recording

St Chad's expects parents, carers and visitors to use mobile phones, smart watches, cameras, tablets and other recording-capable devices responsibly.

- Mobile phones and other devices must not be used in a way that disrupts school activities or compromises safeguarding.
- Parents, carers and visitors must not photograph, video, audio-record or livestream pupils, staff or other families without the school's permission and, where required, the appropriate consent.
- At school events, permission to take photographs of your own child does not provide permission to publish or share images of other children.
- Parents and visitors must follow any specific instructions given by the school about photography, filming or device use at performances, sports events, trips, assemblies and other activities.
- Devices must not be used to record confidential meetings, discussions or information about individual children without prior agreement.
- The school may ask a parent, carer or visitor to stop recording or using a device where this is necessary to protect privacy, safeguarding, confidentiality or the orderly running of the school.

Social Media, Messaging Groups and Online Conduct

The school recognises that parents and carers may use social media and messaging platforms to communicate with one another and to express views. Legitimate concerns and complaints should be raised through the school's established procedures. Online activity must not become abusive, threatening, harassing, discriminatory or harmful to members of the school community.

This applies to all platforms and communication channels, including Facebook, Instagram, TikTok, X, WhatsApp, Messenger, group chats, forums and similar services.

- Do not identify, name or share personal information about individual pupils in relation to school incidents or concerns.
- Do not publish photographs, videos or recordings of children, staff or meetings without appropriate permission.
- Do not post abusive, threatening, intimidating, humiliating or personally derogatory comments about pupils, staff, governors, volunteers or other parents/carers.
- Do not encourage others to target, harass or intimidate an individual member of the school community.
- Do not share confidential school correspondence, screenshots or personal information in public or private online groups where doing so would breach privacy or cause harm.
- Do not use social media or messaging groups to organise campaigns of harassment or intimidation against the school or an individual.
- Do not make knowingly false or malicious allegations about members of the school community.
- Do not use online platforms to circumvent the school's complaints process.

Artificial Intelligence and Digitally Manipulated Content

The school recognises the increasing use of artificial intelligence and digital editing tools. Parents, carers and visitors must use these technologies responsibly.

- Do not create, manipulate or share AI-generated or digitally altered images, videos or audio involving pupils, staff, governors, volunteers or other members of the school community where this could cause harm, distress, humiliation, harassment or reputational damage.
- Do not create or share fake accounts, impersonations, deepfakes or misleading content intended to target an individual or the school.
- Do not use AI tools to fabricate school correspondence, allegations, recordings or evidence concerning an individual.
- Where content involving a child or member of staff raises a safeguarding or wellbeing concern, the school may record and refer the concern in accordance with its safeguarding procedures.

Safeguarding

St Chad's takes its safeguarding responsibilities seriously. All members of the school community have a role in maintaining a safe environment for children.

Where the behaviour of a parent, carer or visitor raises a safeguarding concern about a child, staff member or other person, the school may record the concern and refer it to the Designated Safeguarding Lead (DSL), the Local Authority, Children's Social Care, the Police or another appropriate agency, in accordance with the school's safeguarding procedures.

Parents and carers should not attempt to investigate safeguarding concerns themselves or approach another child about an allegation or incident. Concerns should be reported promptly to the school through the appropriate safeguarding route.

Covert Recording of Meetings

The school is committed to maintaining open, honest and transparent communication while protecting the privacy and professional dignity of all participants.

Parents and carers should not audio-record, video-record, photograph or livestream meetings or conversations with staff without the prior agreement of the school and all relevant participants. This includes meetings with teachers or school leaders, parent-teacher meetings, behaviour discussions, SEND reviews, safeguarding discussions and meetings conducted virtually.

Where a parent or carer requests a recording as a reasonable adjustment or for another legitimate reason, the school will consider the request on an individual basis. If recording is agreed, clear expectations will be established regarding purpose, access, storage, sharing and deletion. Recordings must not be used in a way that causes harm, distress, intimidation or harassment.

Where an unauthorised recording is made, the school may end the meeting, require future meetings to take place with additional staff present, restrict communication methods or take further action under this Code of Conduct where appropriate.

School Premises, Visitors and Site Security

- Parents and carers do not have an automatic right to enter all areas of the school site.
- Visitors must report to the school office and follow signing-in, identification and safeguarding procedures.
- Parents and carers must follow arrangements for drop-off, collection and authorised access.
- Parents and visitors must not enter classrooms, staff-only areas or other restricted spaces without permission.
- Parents and carers are expected to park safely and consider the safety of children and pedestrians around the school site.
- The school may ask an individual to leave the premises where their behaviour is unacceptable or presents a risk to safety.

AI, Online and Off-Site Behaviour

The school may respond to behaviour that takes place away from the school site or outside normal school hours where it has a direct impact on the safety, wellbeing, dignity or effective operation of the school or its community. This includes online bullying, harassment, threats, publication of harmful material or conduct that creates a safeguarding concern.

Action Where the Code Is Breached

The school will respond proportionately to breaches of this Code. The response will depend on the seriousness, frequency and circumstances of the behaviour.

- A reminder of the expectations or informal resolution where appropriate.
- A formal written warning and/or meeting with a member of the school leadership team.
- Restrictions on methods or frequency of communication where necessary.
- A requirement for future meetings to take place with more than one member of staff present.
- A temporary or longer-term bar from the school premises.
- Referral to the Police or other external agencies where behaviour may constitute a criminal offence or creates a significant safety or safeguarding concern.
- Referral to the Local Authority, governing body or other relevant body where appropriate.

In serious cases, the school may immediately restrict an individual's access to the premises while the circumstances are considered. Where a decision is made to bar an individual from the premises, the school will follow the relevant legal requirements and DfE guidance, including providing an opportunity for the individual to present their side wherever appropriate. Any barring from site will include a clear end date. A full review of the bar will take place within 7 days of the bar by the governing board who will then decide to uphold the bar or lift it.

A bar from the premises does not prevent a parent or carer from communicating with the school through agreed alternative arrangements or from making a legitimate complaint.

Serious or Potentially Criminal Behaviour

Where behaviour is serious and potentially criminal, the school may refer the matter to the Police without first completing the stages above. This includes threats or acts of violence, harassment, stalking, serious intimidation, criminal damage or other conduct that may constitute an offence.

The school may also seek advice from the Local Authority, its legal advisers or other appropriate agencies.

Staff Support and Reporting

The school is committed to protecting staff from bullying, harassment, intimidation and abuse, whether this occurs in person or online. Staff will be supported to report incidents and the school will consider appropriate action in line with its policies and procedures.

The school will seek to maintain positive two-way communication with parents and carers while making clear that respectful behaviour is an expectation for everyone.

Related Policies and Guidance

- Child Protection and Safeguarding Policy
- Behaviour Policy
- Complaints Policy
- Online Safety / Acceptable Use Policy
- Mobile Phone Policy / Behaviour Policy
- Data Protection and Privacy documentation
- Equality Policy
- Attendance Policy
- Special Educational Needs and Disabilities (SEND) policies and procedures

Key Legislative and DfE Context

This Code should be read alongside current legislation and statutory or non-statutory guidance applicable to the school, including:

- Keeping Children Safe in Education.
- DfE statutory guidance: Mobile phones in schools.
- DfE guidance: Preventing and tackling bullying and harassment of school staff.
- DfE guidance: Controlling access to school premises.
- Relevant provisions of the Education Act 1996, including Section 547.
- Equality Act 2010 and associated duties.
- UK GDPR and Data Protection Act 2018, where applicable.
- Other current statutory guidance and legislation relevant to safeguarding, behaviour, equality, privacy and school operations.