

**Holywell Primary School and Nursery**  
**Code of Conduct for Parents, Carers and Visitors**

### **1. Statement of Intent**

Holywell Primary School and Nursery is committed to providing a caring, friendly and safe environment in which all children can learn in a relaxed and secure atmosphere. We recognise that strong relationships between home and school are essential to children's success.

All visitors to Holywell play a key role in modelling the respectful, calm and positive behaviour we expect throughout our community. For the purpose of this policy, *stakeholders* include staff, parents, carers, governors, pupils and visitors.

### **2. Principles**

The Governing Body encourages constructive, supportive links between school and families. Pupils benefit when communication between home and school is positive and respectful.

We ask parents, carers and visitors to:

- respect the school's values, ethos and expectations
- work collaboratively with staff for the benefit of all children
- model respectful behaviour in tone, conduct and language
- approach staff calmly to clarify concerns or resolve issues
- avoid discussing concerns in front of children or on social media
- correct inappropriate behaviour from their child when needed
- avoid using staff as threats or sanctions (e.g. I will tell...)
- respect staff privacy, including avoiding contact outside working hours
- follow the appropriate channels when raising concerns

We welcome open communication but cannot accept aggressive, intimidating or inappropriate behaviour towards any member of the school community.

### **3. Raising Concerns**

Most concerns can be resolved quickly and informally by speaking directly with the appropriate member of staff. We encourage parents to discuss issues openly so that we can understand the concern and work towards a positive solution.

If an issue cannot be resolved informally, or further action is required, concerns should be escalated in line with the school's Complaints Procedure.

### **4. Behaviour Expectations**

The school expects parents, carers and visitors to behave in a reasonable and respectful way at all times, both on the premises and when representing the school in any capacity.

Unacceptable behaviour includes, but is not limited to:

- shouting, aggressive language or intimidating body language
- threatening behaviour towards staff, pupils or other parents
- physical aggression or attempts to intimidate
- abusive, offensive or threatening messages (email, text, phone or written)
- using social media to criticise, defame or humiliate staff, pupils or parents
- approaching another child to question or reprimand them
- emotional abuse, including pressuring staff to act outside policies or law
- damaging or attempting to damage school property
- smoking (including e-cigarettes), being under the influence of alcohol or drugs or bringing these onto the site
- bringing dogs onto school premises (except assistance dogs)
- reckless behaviour, including unsafe driving
- breaching school security procedures
- involving staff in family disputes or conflict between separated parents

This list is not exhaustive but illustrates behaviour that is unacceptable and will not be tolerated.

Parents should be aware that it is an offence under Section 547 of the Education Act 1997 to cause a nuisance or disturbance on school premises.

## 5. School Response to Breaches of the Code

Where evidence indicates that an individual has breached this Code, the Head of School (or an appropriate senior leader) will determine the action required.

Possible actions include:

*For serious or repeated breaches:*

- referral to the Police or relevant external agencies
- a written warning with restrictions imposed
- a ban from the school premises (temporary or longer-term)

*For moderate breaches:*

- a meeting with the Head of School or senior leader
- a verbal warning (recorded)
- a written warning
- a written warning with restrictions imposed

*For minor breaches:*

- a reminder of expectations
- an informal conversation

The Governing Body and Stour Vale trust will be informed of any ban issued. Where a ban affects drop-off or collection, alternative arrangements will be negotiated.

Parents should note that school premises are private property, and permission to enter can be withdrawn when necessary for safety.

## 6. Use of Cameras, Phones and Social Media

- Parents may not use phones or cameras to record children on site except during authorised events and only for personal use.
- Images or videos of other children must not be shared on social media.
- Inappropriate online behaviour, including defamatory posts or sharing images without consent, may result in action including reporting to platforms, Police involvement or restriction of access to school premises.

## 7. Social Media Conduct

Social media must not be used to:

- voice complaints about staff, children, parents or the school
- share allegations, gossip or confidential issues
- post aggressive, defamatory or humiliating content
- circulate abusive messages or images

This list is not exhaustive but illustrates behaviour that is unacceptable and will not be tolerated.

All concerns must be raised directly with the school through the correct channels.

The school may take legal advice or involve external agencies where serious misuse occurs.

## **8. Conclusion**

Holywell Primary School and Nursery will take action where behaviour is unacceptable or risks the safety, dignity or well-being of others. Advice may be sought from legal, safeguarding or health and safety professionals where necessary to ensure fairness and consistency.

We will also actively challenge any views expressed on school premises that conflict with fundamental British Values, including extremist viewpoints.