



Mylor Bridge Community Primary School

Parent Code of Conduct Policy

1. Purpose and Scope

The purpose of this policy is to outline our expectations of conduct for parents, carers, and visitors at Mylor Bridge Community Primary School. It is intended to foster an atmosphere of mutual respect and understanding between school staff and families, and to ensure that all members of the school community are treated with care and respect.

We understand that on occasion everyday frustrations can cause misunderstandings and have a negative impact on our working relationships. Where this happens, this document outlines our commitment to resolving difficulties in a constructive manner, through open positive dialogue.

This policy aims to create an environment where:

- All members of the school community are treated with respect at all times.
- Everyone feels safe and secure within the school environment.
- Concerns can be raised and addressed calmly and constructively.

The term "parents" includes:

- Anyone with parental responsibility for a pupil.
- Anyone caring for a child, including grandparents, foster carers, and childminders.

2. Our Expectations of Parents and Carers

We ask that all parents and carers:

- Respect the caring ethos, vision and values of our school.
- Work in partnership with the school in the best interests of the children.
- Treat all members of the school community, staff, children, and other parents, with courtesy and respect, setting a good example through speech and behaviour.
- Approach school staff appropriately and respectfully when concerns arise.
- Support the school in correcting inappropriate or unsafe behaviour of their children on or near school premises.
- Avoid using school staff as threats or disciplinary figures to manage their child's behaviour.
- Ensure that any individual collecting children is aware of and abides by this policy.

3. Behaviour That Will Not Be Tolerated

To support a safe and respectful environment, the school will not tolerate the following behaviours:

- Disruptive behaviour that interferes with the school's operation or events.
- Swearing or use of offensive language on school premises.
- Speaking unkindly or derogatorily about a child.
- Shouting, aggression, or raising voices towards staff, pupils, or other parents.
- Threatening behaviour of any kind.
- Damage to school property.
- Abusive or threatening communications, including messages via text, email, voicemail, or social media.
- Defamatory or offensive comments about the school or its community posted online.
- Physical or verbal aggression, including the use of corporal punishment on school grounds.
- Confronting another child directly about behaviour towards your own child.
- Smoking, vaping, drinking alcohol (except at authorised events), or use of illegal substances on school premises.
- Bringing dogs onto school grounds, except for guide dogs and other authorised assistance or approved and registered therapy dogs.

4. Breaching the Code of Conduct

If a breach of this policy occurs, the school may take the following steps, depending on the severity of the incident:

- Issue an informal reminder of the code.
- Invite the parent/carer to meet with a senior member of staff or the headteacher.
- Send a formal warning letter.
- Report the behaviour to the relevant authorities (in cases of criminal behaviour).
- Seek legal advice (in cases of libel/slander).
- Ban the individual from the school premises.

The school will always respond proportionately. The final decision on any action taken lies with the headteacher, who will consult with the Chair of Governors when appropriate.

5. Communications Protocol

We encourage all parents to follow our communication procedures:

- For class-specific queries or concerns, speak to your child's teacher in the first instance.

- For further concerns, contact the school office to arrange a meeting with the headteacher.
- Avoid discussing school matters with other parents in ways that may lead to misunderstandings or conflicts.

6. Social Media

6.1 Parental Use of WhatsApp

We acknowledge that many parents use messaging apps such as WhatsApp or Facebook Messenger to connect. While these can be positive tools, we ask that:

- Concerns or issues about school matters are not discussed in WhatsApp groups.
- School-related concerns are raised directly with the school through official channels.
- WhatsApp is not used to spread unverified information or express negativity.
- The privacy of children and families is respected, and no naming of children or sharing of sensitive issues.

WhatsApp groups should never be used as platforms for complaints or criticism. Instead, we ask that concerns be directed to the school so they can be resolved appropriately.

6.2 Inappropriate Use of Social Network Sites

Using social media to campaign against the school, staff, or pupils is unacceptable. Concerns must be raised via the appropriate channels: the class teacher, the Headteacher, or the Chair of Governors.

6.3 Libellous or Defamatory Posts

Defamatory content posted by parents or carers may result in:

- Reports being made to the social media platform's 'report abuse' feature.
- Requests for content removal.
- Further legal action where appropriate.

6.4 Cyberbullying

We take incidents of cyberbullying very seriously, whether committed by a child or adult. Attempts to publicly shame or humiliate school community members via social media will be treated as serious bullying and dealt with accordingly.

We appreciate your support in upholding this code of conduct. Together, we can ensure that Mylor Bridge Community Primary School remains a safe, respectful, and nurturing environment for all.