



**Swallowdale**  
Primary School

# Parent and Carer Code of Conduct

**Approved by:**

Local Advisory Board

**Date:** 27.05.21

**Next review due by:**

May 2026

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### 1. Purpose and scope

At Swallowdale Primary we believe it is important to:

- Work in partnership with parents and 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 (Be Safe, Be Respectful, Be Ready) 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 speech 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.
- Supervise the children in their care before and after school and whilst on school property.
- Approach the right member of school staff to help resolve any issues of concern; this should be the class teacher in the first instance or a Senior Leader.

### 3. Behaviour that will not be tolerated

- 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 either verbally or in written form.

- 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.
- Using 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.
- Possessing or taking drugs (including legal highs).

#### **4. 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 about the incident.

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

- Invite the parent in to school to meet with a senior member of staff or the Headteacher.
- Send a warning letter to the parent.
- Contact the appropriate authorities (in cases of criminal behaviour).
- Seek advice from the trust's legal team regarding further action.
- Ban the parent from the school site which could be for a temporary or permanent period of time.

If a parent will not engage with the school to find a peaceful solution, then they will be banned from the premises until a solution can be reached.

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 with Bradgate Education Partnership before banning a parent from the school site.

[Links to other policies:](#)

BEP Complaints Procedure

BEP Use of Social Media

## Appendix 1: model letters

### Initial warning letter from the headteacher

Dear [parent name],

I've received a report about your conduct on [time and date].

[Summary of incident, include location, its effect on staff, pupils and other parents.]

As written in the parent code of conduct, we do not tolerate this kind of behaviour in our school. Please find a copy attached to this letter.

We believe that all staff, pupils and parents are entitled to a safe, respectful and inclusive environment, and that parents are as responsible for creating this environment as school staff.

Further breaches of the code of conduct may result in a ban from the school premises.

Yours sincerely

Headteacher

## Model letter banning a parent from the school site

Dear [parent name],

I am writing to inform you that, after consultation with the Bradgate Education Partnership, I am banning you from the school site until [date].

Despite previous correspondence and conversations about your conduct, there have been further breaches of the parent code of conduct.

[Include details of the incidents, including dates, locations and effects on staff/pupils/other parents for every relevant incident.]

If you do not comply with the ban, I will arrange for you to be removed from the grounds and you may be prosecuted under Section 547 of the Education Act 1996.

If you would like to raise a complaint, you can do so using the school's complaints procedures, which are available on our website.

Yours sincerely

Headteacher