



# Parent Code of Conduct

January 2026



## 1. **Scope:**

This Code of Conduct applies to all parents of enrolled children at a REAch2 school. Parents are required to comply in accordance with all relevant Trust and School policies and procedures at all times. Policies are available on the Trust and School websites, and can also be requested from the School Office.

- ⦿ <https://www.reach2.org/policies/>
- ⦿ <https://www.phoenixstpeter.co.uk/page/?title=Policies&pid=19>

## 2. **The following policies should be read in conjunction with this Code of Conduct:**

- ⦿ Parent Code of Conduct (this document)
- ⦿ Code of Conduct for Staff, Volunteers, Trainees, Governors & Adult Visitors
- ⦿ Data Protection Policy (GDPR & Information Commissioners Office)
- ⦿ Digital & Online Safety Policy
- ⦿ Dignity at Work Policy
- ⦿ Freedom of Information Policy
- ⦿ Gifts, Hospitality & Anti-Bribery Policy
- ⦿ Information Retention Policy
- ⦿ Information Security Policy
- ⦿ Mobile Phone Statement
- ⦿ Privacy Notice – Parents & Pupils
- ⦿ Safeguarding & Child Protection Policy
- ⦿ Social Media Policy
- ⦿ Speak Up & Whistleblowing Policy
- ⦿ Staff Code of Conduct Policy

## 3. **Responsibility at school - Our school expects parents to:**

- ⦿ Treat all governors, staff members, children, other parents and any members of the school community with dignity and respect.
- ⦿ Understand their obligations under this Code of Conduct and agree to comply fully with them.
- ⦿ Ensure their actions are in accordance with this Code of Conduct at all times.
- ⦿ Respect the school's property and environment by keeping it clean and tidy.
- ⦿ Follow the school's policies and procedures around Attendance, Health and Safety and Safeguarding.
- ⦿ Raise any concerns directly with the School, Class Teacher or Leadership Team in an appropriate manner.
- ⦿ Raise any further complaint in accordance with the Trusts Complaints Procedures Policy.

#### **4. Behaviour at school - Our school expects parents to:**

- ⦿ Support and reflect the school's ethos and values through their behaviour.
- ⦿ Set a good example to children through their behaviour and the way they interact with staff, children and other adults.
- ⦿ Work together with staff members for the benefit of their child and to resolve any issues of concern.
- ⦿ Request a meeting with their child's teacher by speaking to the School Office or using any school agreed process.
- ⦿ Provide the school with sufficient time to gather information to respond to their concern.
- ⦿ Where appropriate, clarify their child's version of events with the school to bring about a peaceful solution to any issue.
- ⦿ Correct their child's behaviour appropriately, particularly on the school grounds where it could otherwise lead to conflict, aggressive or unsafe behaviour.
- ⦿ Support their child in attending school in the correct school uniform, PE Kit or Forest School clothing.
- ⦿ Dress in an appropriate manner when on the school premises and attending school events, and ensure their dress and appearance reflects that they are role models for children, e.g. parents may not wear nightwear when dropping-off or collecting children.

#### **5. Driving and parking at school - Our school expects parents to:**

- ⦿ Understand that the School's Car Park is for Staff and Visitors only, and not parents.
- ⦿ Drive unsafely within the vicinity of the school.
- ⦿ Follow the school's rules and procedures for dropping-off and collecting children from school.
- ⦿ Parents must observe road markings and any are not permitted, to stop, wait, drop off, or pick up children while parked in a prohibited area.
- ⦿ Residents' drives should not be blocked under any circumstances, even during short periods of waiting where the car is in use. Vehicles should be driven in a calm manner which causes least disturbance to residents.
- ⦿ Engines should be turned off when a vehicle is stationary and not in traffic as vehicle exhaust emissions contribute significantly to air pollution and are particularly harmful to children.
- ⦿ All children will wear a seatbelt at all times while they are dropped off and picked up. Parents will ensure children disembark vehicles safely at the correct stop and cross roads with care.
- ⦿ If a parent is delayed in picking up their child for any reason it is the parent's responsibility to call an authorised adult to collect the child from school on their behalf.
- ⦿ Parents that are going to be late picking their child up from school and cannot arrange for an authorised adult to collect the child from school on their behalf should inform the school as soon as possible.
- ⦿ The school will notify the police of any act of dangerous driving which places its staff, children or others at risk.

## 6. Online safety, digital and social media conduct - Our school expects parents to:

- ⊗ Comply with the Trust's and Schools policies and procedures.
- ⊗ Parents will be responsible for supporting the school by monitoring their own use of social media and online platforms.
- ⊗ Parents will be responsible for supporting the school by monitoring their child(ren's) use of age appropriate social media and online platforms.
- ⊗ Where a child has been issued with IT equipment, such as laptop or a tablet, it must be used for the child's educational purpose only and not used by parents for personal use, such as the use of gaming,
- ⊗ Equipment found to be used for personal use will be removed and may impact on the issuing of further equipment.

## 7. Reporting inappropriate behaviour - Our school expects parents to:

- ⊗ Raise concerns regarding another parent's behaviour or conduct directly with their child's Class Teacher, School Office or the Headteacher and will not approach the parent concerned, discuss the matter with others, or attempt to resolve the conduct themselves.

## 8. Inappropriate behaviour - Our school expects parents to NOT:

- ⊗ Use foul, abusive or offensive language or raise their voices to another individual.
- ⊗ Make racist or sexual comments, use aggressive hand gestures, e.g. raising fists and fingers to another individual.
- ⊗ Discriminate against any member of the school community, including children, staff, governors and other parents.
- ⊗ Bully, harass or intimidate, including physical, verbal and sexual abuse (offline and online) any member of the school community, including children, staff, governors and other parents.
- ⊗ Use physical violence on the school premises or on a member of the school community, e.g., hitting, slapping, punching, kicking and pushing.
- ⊗ Physically intimidate, or partake in unnecessary physical contact with an individual.
- ⊗ Psychologically harass any member of the school community, including displaying vexatious behaviour which is humiliating for the individual and is damaging to their self-esteem.
- ⊗ Display disruptive or other inappropriate behaviour which interferes or threatens to interfere with any of the school's operations or activities.
- ⊗ Approach another parent or children to discuss or reprimand them because of an issue between children.
- ⊗ Breach the school's security procedures or trespass on school property without permission.
- ⊗ Cause intentional damage to school property, bring dogs onto the school property.
- ⊗ Arrive on the school premises partially clothed, smoke on the school premises, taking illegal or harmful drugs while on the school premises.
- ⊗ Drink alcohol on the school premises, unless it has been supplied by the school.

## 9. Online, digital and social media misconduct - **Our school expects parents to NOT:**

- ⊗ Bring the school or its staff into disrepute directly, with third parties, or on digital, social media platforms or apps.
- ⊗ Complain about the school's values and methods on digital, social media platforms or apps.
- ⊗ Post defamatory content about parents, children, the school or its employees on digital, social media platforms or apps.
- ⊗ Post or sharing content containing confidential information regarding the Trust, School or any members of its community, *e.g. a complaint outcome on digital, social media platforms or apps.*
- ⊗ Contact school employees through unsolicited social media, including requesting to 'follow' or 'friend' them, or sending them private messages via digital, social media platforms or apps.
- ⊗ Create or join private groups or chats that victimise or harass a member of staff or the School in general on digital, social media platforms or apps.
- ⊗ Taking, creating or making content and distributing content about the School, it's staff or children in any form without consent; *i.e. photo, video, audio or AI content via mobile phones or devices, to be stored, altered and or shared (directly or by a third party) via any digital, social media platforms or apps.*
- ⊗ Send abusive emails/messages to fellow parents via any form of digital, social media platforms or apps.
- ⊗ Send abusive emails/messages to members of staff via any form of on digital, social media platforms or apps.
- ⊗ Send frequent emails/messages to members of staff via any form of on digital, social media platforms or apps.
- ⊗ Send messages about members of staff, parents, children or the school via any form of on digital, social media platforms or apps.
- ⊗ Contact Staff outside of working hours on digital, social media platforms or apps.
- ⊗ Share confidential, private or sensitive information about members of staff, parents, children or the school directly, to third parties, or on digital, social media platforms or apps.

### In the event of the above occurring:

- ⊗ Should any problems arise from contact over direct, third party or on digital, social media platforms or app, the school will act quickly by contacting parents directly, to stop any issues continuing.
- ⊗ If necessary, the school will request a meeting with parents if any misconduct, such as sending abusive messages or posting defamatory content online.
- ⊗ The Headteacher will be permitted, with the permission of the parent, to view messages sent between members of the parental community to deal with problems quickly and effectively.
- ⊗ The school retains the right to request that any damaging material is removed, deleted immediately, and discontinued with.
- ⊗ The Trust will act to remove any content posted without consent or where there is believed to be a safeguarding or harassment risk posed.
- ⊗ The Trust's Complaints procedure will be followed as normal if any members of the parent teacher association or governing board cause any issues through their conduct.
- ⊗ School may use social media to communicate with parents, where agreed by the Headteacher and will be undertaken in line with the Trusts Social Media / Digital & Online Safety Policy(ies).

## 11. Breaches of this Code of Conduct:

- ⊗ The Trust takes instances of inappropriate behaviour very seriously and will not tolerate any circumstances that may make children, staff members and other members of the school community feel threatened, intimidated or harassed in any way, including in relation to protected characteristics and personal dignity.
- ⊗ If a parent is believed to have breached this Code of Conduct, or behaved inappropriately, the Headteacher or the most senior member of staff available in their absence will decide on the most appropriate course of action.
- ⊗ Instances of parents displaying inappropriate behaviour will be managed in a variety of ways, depending on the severity of the situation.

### **This action, depending on the situation, could include the following:**

- ⊗ If concerns are raised in relation to a parent's appearance or dress, personal factors will be taken into consideration, on a case-by-case basis, when addressing the concern.
- ⊗ If a parent persistently displays unacceptable and inappropriate behaviour, this may result in them being barred from the school premises, in line with the Barring from the school premises section of this policy.
- ⊗ The school reserves the right to escort anyone off the premises who is displaying aggressive or disruptive behaviour.
- ⊗ The police may be contacted to provide advice on managing an incident or to assist in the removal of an individual from the premises, where necessary.
- ⊗ The police will be contacted where a parent is being violent or has committed assault, or where the event has caused harm to an individual.
- ⊗ Restricting the parent's channels of communication to the school, e.g., no longer allowing the parent to send emails to a staff member directly.
- ⊗ Reporting content the parent has posted online to the police and/or platform administration.
- ⊗ Any child protection and safeguarding concerns will be addressed in accordance with the school's Safeguarding & Child Protection Policy.
- ⊗ Seeking legal redress through the courts.

## 9. **Barring from the school premises:**

- ⊗ If a parent has been previously barred from the premises, has exceeded their implied access to the premises, or is causing a disturbance, the police will be contacted to remove the individual from the premises.
- ⊗ If a parent has a restraining order, or should not be on the premises, the police will be contacted to remove the individual from the premises.
- ⊗ The Trust has the right to bar a parent from the premises to keep the school community safe.
- ⊗ If a parent is displaying inappropriate or concerning behaviour, they will be asked to leave the school premises.
- ⊗ If a parent persistently or consistently behaves inappropriately on the school site, or there is a one-off incident of extremely inappropriate behaviour, the school reserves the right to bar this individual from the school site. The school will either:
  - Bar the parent temporarily, until the parent has had the opportunity to formally present their side.
  - Inform the parent that they intend to bar them and invite them to present their side.

**The Trust will send a letter to the parent, informing them of the following information:**

- ⊗ Why they have been temporarily barred or face a bar.
- ⊗ The nature of the bar, i.e. if they are temporarily barred pending their representation or if they must present their side before the decision to bar can be made.
- ⊗ That they have the right to formally express their views on the decision to bar in writing to the Headteacher within 10 working days.
- ⊗ The Headteacher's decision to bar the parent will be reviewed by the Deputy Director of Education.
- ⊗ The Deputy Director of Education will take account of any representations made by the parent and decide whether to confirm or lift the bar.
- ⊗ The parent will be notified in writing of the decision to uphold or lift the bar.
- ⊗ If the decision is confirmed, the parent will be notified in writing, explaining:
  - How long the bar will be in place.
  - When the decision will be reviewed.

Decisions to bar will be reviewed at the end of the agreed timescale, in line with the process outlined above. Following a review, the bar may be lifted or, if there are grounds for continued concern regarding the parent's conduct, it may be extended. Once the appeal process has been completed, parents that remain barred may be able to apply to the Civil Courts. If a parent wishes to exercise this option, they will be advised to seek independent legal advice.