



Parent and Carer Code of Conduct

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1. Purpose and scope

At Kingfisher Schools Trust, we believe that working in partnership with parents is essential to supporting every child's learning and development. We are committed to creating a safe, respectful, and inclusive environment for pupils, staff, and parents alike, and we strive to model appropriate behaviour for our pupils at all times. We work closely with parents and carers to achieve the best possible outcomes and experiences for all pupils. Open, respectful communication is central to this partnership, and we encourage parents to share their concerns and feedback. We will always listen, respond, and work collaboratively to find positive solutions. Our schools actively seek parental views through our annual surveys and strengthen relationships through regular communication, celebration events, and parent evenings. We believe that a strong home-school partnership is key to every child's success.

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 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
- Approach the right member of school staff to help resolve any issues of concern

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
- Shouting at members of staff, pupils or other parents
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email or social media
- Posting defamatory, personal, offensive, derogatory or false comments about the school, its staff or any member of its community, on social media platforms
- Use of 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 or around the school gate/entrance (unless alcohol has been allowed at a specific event)
- Attending the school premises while under the influence of alcohol or any illegal substance
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than guide dogs)
- Refusing to provide up to date contact details or to take calls from the school
- Parking vehicles in unsafe or prohibited areas, such as school-marked zig-zag zones, blocking access points, or driving dangerously in or near the school premises.

This list is not exhaustive; any behaviour deemed unreasonable will be addressed in accordance with this policy.

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:

- Send a warning letter to the parent
- Invite the parent into school to meet with a senior member of staff or the headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the trust's legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site

The school will always respond to an incident in a proportionate way. The final decision for how to respond to breaches of the code of conduct rests with the headteacher.

The headteacher will consult the chair of the CEO/Education Director before banning a parent from the school site.