Swaffham Meadow Primary School
PARENT CODE OF CONDUCT

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1. Statement

At Swaffham Meadow Primary School we are dedicated to fostering a strong relationship with parents to help create an engaging and supportive learning environment that extends from the school into the home.

To maintain a welcoming and safe environment, the school has established a clear set of expectations regarding behaviour and conduct, which we ask all parents and careers to adhere to. All staff members are entitled to work in an environment free from violence or abuse. Therefore, any physical attacks, threatening behaviour, or abusive language directed at staff, visitors, students, or other parents may result in the individual being asked to leave the premises.

This document outlines the expected conduct for parents on school premises and specifies behaviours that are not tolerated.

Legal Framework

This document complies with all relevant legislation, including but not limited to:

- **Education Act 2011**
- **Education Act 1996**
- **Children Act 2004**

It also aligns with statutory and best practice guidelines, such as:

- **DfE (2025) 'Keeping Children Safe in Education'**
- **DfE (2018) 'Controlling Access to the School Premises'**
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This document works in conjunction with the following school policies:

- **Complaints Procedures Policy**
- **Child Protection and Safeguarding Policy**

2. Expectations

At Swaffham Meadow Primary School, we expect parents and careers to:

- Always act in accordance with this Code of Conduct.
- Support and reflect the school's ethos and values through their behaviour.
- Set a positive example for students by interacting respectfully with staff, students and other adults.
- Work with staff to benefit their child's education and development.
- Treat all staff members, students, other parents and all individuals connected to the school with respect and dignity.
- Address concerns by working with staff to resolve issues in a calm and constructive manner.
- Where appropriate, clarify their child's version of events with the school to facilitate a peaceful resolution.
- Correct their child's behaviour appropriately, particularly on school grounds, to prevent conflict or unsafe behaviour.
- Respect the school's property and environment by keeping it clean and tidy.
- Follow school rules regarding parking and procedures for dropping off and collecting children.
- Dress appropriately when on school premises and at school events. Parents should not collect or drop off children wearing nightwear.

3. Inappropriate Behaviour

The school takes all instances of inappropriate behaviour seriously and will not tolerate actions that make staff, students, or any other member of the school community feel threatened.

The school does not tolerate the following parental behaviours:

- Using offensive, abusive, or inappropriate language.
- Raising voices inappropriately towards others.
- Making racist, sexist, or discriminatory remarks.
- Using aggressive hand gestures, such as raising fists or pointing fingers.
- Discriminating against any member of the school community, including students, staff, or other parents.
- Engaging in bullying, harassment, or intimidation, including physical, verbal, or sexual abuse, both online and offline.
- Sending abusive or threatening messages via email, text, or other forms of communication.
- Trespassing on school property without prior permission.
- Causing damage to school property intentionally.
- Violating the school's security procedures.
- Using physical violence on the premises, such as hitting, slapping, punching, kicking, or pushing.
- Physically intimidating or making unnecessary physical contact with others.
- Writing or posting offensive, defamatory comments about individuals or the school, including on social media.
- Posting content that damages the school's reputation on social media.
- Sending aggressive emails or communications to staff members.
- Engaging in behaviour that is psychologically harassing or damaging to another person's self-esteem.
- Displaying disruptive behaviour that interferes with school operations or activities.
- Threatening any member of the school community.
- Smoking, drinking alcohol, or using drugs on school premises • Taking photographs or videos without the school's permission.
- Driving unsafely near the school.

4. Aggressive and Abusive Behaviour on Social Media

The way individuals communicate is changing. Parents and carers are entitled to hold opinions about schools; however, negative comments can cause significant distress to staff and reputational damage to the school.

The school takes a proactive approach to minimise these incidents by sharing our expectations about the use of social media and online behaviours and encourages all parents and carers to contact the school directly if you have a complaint or concern.

In most instances, concerns can be resolved quickly and professionally. As a school, we work hard to be transparent and to provide clear, accessible routes for parents

and carers to raise concerns or share their views. This includes having the headteacher and senior leaders on the school gate every day.

We politely ask that you do not post malicious or offensive comments on any form of social media. Action will be taken if comments that contain threats, are defamatory, name individuals or constitute harassment, if brought to our attention. All parents have the right to register their children at an alternative school if they are unhappy with the service or care they receive.

5. Managing Inappropriate Behaviour

If a parent behaves inappropriately, a report will be made to the Headteacher or the most senior staff member available, who will decide on the best course of action.

Parents should address concerns regarding another parent's behaviour directly with the class teacher or the Headteacher, not with the parent involved.

Inappropriate behaviour will be managed based on the severity of the situation. This may include:

- Inviting the parent to a meeting to discuss their behaviour and attempt to resolve the issue.
- Taking further action if the issue is not resolved, which could include:
    - Barring the parent from school premises.
    - Contacting the police if necessary. ○ Seeking legal redress through the courts. ○ Restricting the parent's communication with the school.
    - Reporting inappropriate online content to the relevant platform. ○ Referring the matter to children's social care if it poses a risk to children.

6. Barring from the School Premises

The school has the right to bar any parent from the premises to ensure the safety of the school community. Parents may be asked to leave if their behaviour is deemed a risk to staff or students.

In cases of persistent or serious inappropriate behaviour, the school may bar a parent from the premises, either temporarily or permanently. The Headteacher will notify the parent in writing and allow them the opportunity to present their side. If the decision to bar a parent is upheld, it will be reviewed periodically.