

Sydenham School

Parent Code of Conduct



Approved by:	Emma Wijnberg, Headteacher	Date: April 2026
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1. Purpose and scope

At Sydenham School we believe it's important to:

- Work in partnership with families to support their child's learning
- Create a safe, respectful and inclusive environment for students, staff and families
- Model appropriate behaviour for our students at all times

We value the positive relationships we have with families and visitors to our school. We encourage close links with families and the community and believe that students benefit when the relationship between home and school is a positive one. We strive to make our school a place where we, as adults, model for students the behaviour we teach and expect. We place high importance on good manners, positive communication and mutual respect.

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 students (through our behaviour policy).

This code of conduct aims to help the schoolwork together with families by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a student
- 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 students
- 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
- Support the school's policies and procedures, including those relating to behaviour, attendance and safeguarding
- Ensure their child attends school regularly, on time, and properly equipped for learning

3. Behaviour that will not be tolerated

The following behaviours are unacceptable and will not be tolerated at Sydenham School:

On School Premises

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds, school trips, and sports team matches)

- Swearing, or using offensive or abusive language
- Displaying a temper, or shouting at members of staff, students or other parents
- Threatening another member of the school community
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Use of physical punishment against your child while on school premises
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking, vaping, or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than assistance dogs)
- Damaging or removing school property
- Using mobile phones to take photographs or videos on school premises without permission (in line with our safeguarding policies)

Online and Social Media Behaviour

We expect all parents and carers to communicate respectfully about the school, its staff, and members of our community, both in person and online. Posting defamatory, offensive or derogatory comments about the school, its staff, governors, other parents/carers, or students on any social media platform or online space will not be tolerated. This includes all platforms such as Facebook, X (formerly Twitter), Instagram, TikTok, WhatsApp, Snapchat, private messaging groups, online forums, and review websites. Parents and carers should be aware that certain online behaviours may have serious legal consequences: making false statements that damage someone's reputation can result in civil legal action for defamation; repeatedly posting negative or abusive content may constitute harassment under the Protection from Harassment Act 1997, which is a criminal offence; sending threatening or abusive messages may be an offence under the Malicious Communications Act 1988 or Communications Act 2003; and sharing personal information about staff, students, or other parents without consent may breach UK GDPR and the Data Protection Act 2018. If you have a concern about the school, we encourage you to contact us directly or use our formal complaints procedure rather than posting on social media, as this prevents us from addressing the issue and can damage relationships within our school community.

Raising Concerns Appropriately

We understand that parents and carers may sometimes have concerns about their child's education or school matters. We are committed to working with you to resolve any issues.

If you have a concern, please:

1. Contact your child's form tutor or head of year as a first point of contact
2. Request a meeting if the matter cannot be resolved by phone or email
3. Follow our complaints procedure if your concern is not resolved informally (available on our website and on request from the school office)

Communicate calmly and respectfully at all times, even when you feel frustrated

Please do not:

- Approach other parents' children to discuss issues
- Discuss concerns on social media or in public forums
- Confront staff in front of students or other parents
- Use aggressive or threatening language

Breaching the Code of Conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct, we will take the matter seriously and respond appropriately.

Our Process

1. Investigation – We will gather information from those involved and speak to the parent about the incident
2. Proportionate response – We will respond in a way that is proportionate to the nature and severity of the breach
3. Communication – We will communicate clearly with the parent about our concerns and any actions we intend to take

Possible Actions

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

- Send a warning letter to the parent (see Appendix 1, Stage 1)
- Invite the parent to meet with a senior member of staff or the headteacher to discuss the incident and agree on future conduct
- Implement a behaviour contract setting out expectations for future interactions
- Restrict access to the school site – requiring the parent to communicate via phone, email, or scheduled appointments only
- Issue a temporary ban from the school site for a fixed period
- Issue a permanent ban from the school site (in serious cases)
- Contact the appropriate authorities in cases of criminal behaviour (e.g., assault, harassment, threats)
- Seek legal advice regarding further action in cases of conduct that may be libellous, slanderous, or constitute harassment
- Report the matter to the police where criminal offences may have been committed

During a Ban

If a parent is banned from the school site, we will:

- Provide alternative arrangements for essential communications
- Allow the parent to attend key events involving their child (e.g., parents' evenings, performances) under supervised conditions, where appropriate
- Review the ban at regular intervals
- Clearly communicate the conditions under which the ban may be lifted

If a parent does not comply with a ban, we will arrange for them to be removed from the grounds and may prosecute under Section 547 of the Education Act 1996.

The final decision for how to respond to breaches of the code of conduct rests with the headteacher, in consultation with the governing body where appropriate.

Complaints About This Policy

If you wish to raise a complaint about how this policy has been applied, or about a decision made under this policy, you can do so using the school's complaints procedure, which is available on our website or on request from the school office.

Monitoring and Review

This policy will be reviewed every two years by the headteacher and governing body, or sooner if required by changes in legislation or following a significant incident.

We will consult with parents and carers when reviewing this policy to ensure it remains fair, proportionate and effective.

Appendix 1: Model letters

Stage 1: Initial Warning Letter

Private and Confidential

Parent/Carer Name + address

DATE

Dear (Name),

Re: Unacceptable Conduct - Parent/Carer

At Sydenham School, we value the positive relationships forged with parents/carers and visitors to the school. We encourage close links with parents/carers and the community and believe that students benefit when the relationship between home and school is a positive one. We also strive to make our school a place where we as adults' model for students the behaviour we teach and expect. We place a high importance on good manners, positive communication and mutual respect.

I have received a report about your conduct at the school on (time and date).

(Summary of incident, including location, and the effect on staff, students and other parents.)

For minor incidents, add:

This behaviour is not in keeping with our parent code of conduct, here at Sydenham School. A copy is attached to this letter for your reference.

For serious incidents, add:

As set out in our parent code of conduct, we do not tolerate this kind of behaviour at Sydenham School. A copy of the code of conduct is attached to this letter.

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

Continue with:

I wish to give you an opportunity to provide me, in writing, any comments or observations of your own in relation to this matter. Please do so within **10 working days** of the date of this letter. These comments may include any assurances you are prepared to give about your future conduct.

I would also like to offer you the opportunity to meet with me to discuss the situation and how similar incidents can be avoided in the future. Further breaches of the code of conduct may result in further action, including a ban from the school premises.

I look forward to hearing from you.

Yours sincerely,

Ms Wijnberg Headteacher

cc: Chair of Governors

Stage 2: Letter Banning a Parent from the School Site

Private and Confidential

Parent/Carer Name + address

DATE

Dear (Name)

Re: Ban from School Premises - Unacceptable Conduct

I am writing to inform you that, after consultation with the Chair of Governors, I am banning you from the school site until [date].

[For permanent bans: "I am banning you from the school site permanently."]

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

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

During this ban:

You must not enter the school premises for any reason without prior written permission from the headteacher

You may communicate with the school via phone or email

Alternative arrangements will be made for you to attend essential meetings (e.g., parents' evenings, annual reviews) under supervised conditions

You may drop off and collect your child from a designated point at the school boundary, as directed by school staff

If you do not comply with this 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.

This ban will be reviewed on [date for temporary bans] / [explain review process for permanent bans].

If you would like to raise a complaint about this decision, you can do so using the school's complaints procedure, which is available on our website or from the school office.

Yours sincerely,

Ms Wijnberg

Headteacher

cc: Chair of Governors

Appendix 2: Sydenham Home School Agreement

Parents and carers are vital stakeholders in the Sydenham School Behaviour Policy. Parents and carers are expected to take responsibility for the behaviour of their child, both on site and when travelling to and from Sydenham School. Parents and carers are expected to work in close partnership with the school to help maintain high standards of behaviour. All parents and carers must sign the Home School Agreement and uphold the expectations within the agreement.

By signing this agreement, we will be making a commitment to work together. It is a three-way commitment between the school, family and the student.

As parents/carers I/we agree to:

- Ensure our child attends school every day, arrives in good time and is fully equipped
- Ensure our child is actively supported in their studies at home and has a quiet place to complete homework etc
- Ensure our child understands the behaviour and anti-bullying policies and the consequences of poor behaviour
- Ensure our child is always in correct school uniform as set out in the uniform policy
- Ensure our child participates in extra-curricular activities available at Sydenham School
- Attend Parents' Evenings and any other meeting as required to discuss my/our child's progress or conduct at school
- Make the school aware immediately of any change in circumstances which might affect my/our child's work, behaviour or mental well-being
- Inform the school of any changes in my/our contact details
- Respect the rules of the school and support the school in any sanction that is issued in line with the Behaviour Policy
- Agree to behaving in a respectful manner to the staff and other students at Sydenham School at all times
- Agree to our mobile phone policy

Signature(s)_____

As professionals at Sydenham School, we agree to:

- provide a balanced curriculum and meet the individual needs of your child
- mark and assess work and provide feedback to ensure that your child is supported to make excellent progress and reach their full potential
- keep you informed about general developments within the school and your child's progress in particular
- provide a safe, disciplined and stimulating environment in which your child can learn effectively
- recognise your child's successes and reward progress and achievements
- be available to listen, to discuss and act to resolve any concerns that may be expressed by parents/carers or your child.

Signature(s)_____

Print Name_____

As a student of Sydenham School, I agree to demonstrate ambition, determination and respect.

I will be ready to learn every day and aim to be a positive member of our school community. I will demonstrate the school values in the following ways:

Ambition: Arrive on time, ready to learn and follow instructions first time

- I will aim high in my lessons completing all the work to the best of my ability
- I will complete all homework in a timely manner
- I will give teachers 100% attention when it is required
- I will contribute well in lessons, asking and answering questions as well as sharing my ideas in pair/group work
- I will complete challenge tasks whenever I can
- I will prepare for assessments completing revision and independent work
- I understand that I am expected to bring all necessary school equipment to school every day.
- I will join clubs and take part in extracurricular activities

Determination: Try my best and take pride in my work

- I will work effectively as part of a pair, a group or on my own
- I will ask for help in lessons when I need additional support
- I will act on feedback I am given by teachers to improve my work
- I will attend school on time every day, ensuring that I arrive ready to learn. If I am late, I understand that I will receive a C1 warning sanction. If I am late three times, I understand that the three C1s will turn into a one-hour detention.
- I understand that I must attend every lesson on time.
- I understand that all detentions (apart from late to school detentions) are issued the following day, giving me time to raise this if I feel it is unfair

Respect: Actively participate and act on feedback

- I will express myself appropriately and politely to everyone within the school community
- I will follow instructions from **all** members of staff, whether I am in lesson, in the corridor, in the dining hall, in my year group's social zone or outside the front of school
- I will wear my full school uniform every day- school shoes, black socks or tights, school trousers or school skirt, white shirt with revere collar, school V-neck jumper, school blazer, school bag and the lanyard which we will provide.
- I understand that my school blazer must always be worn in the corridors and when I am entering a classroom, but that I may take it off once inside the classroom.
- I understand that I am only allowed a discreet religious necklace, one stud in each ear and that I cannot wear any other jewellery except a digital or analogue watch.
- If I feel that any sanctions have been issued unfairly or there has been an issue with another member of the school community, I will wait for an appropriate opportunity to raise this with my Head of Year or Pastoral Manager instead of raising it in the moment and therefore causing disruption to the lesson

Signature_____

Print Name_____

