



Parent and Visitor Code of Conduct

Reviewed by	Headteacher
Approved by and when	30 th September 2026 by the LGB
Frequency of Review	Annual
Next Review	September 2027

Contents

1. Purpose and scope.....	3
2. Our expectations of parents, carers and visitors	3
3. Behaviour that will not be tolerated	4
4. Breaching the code of conduct	5
Links to other Policies	5

1. Purpose and scope

At Woodlands Park School we believe it's important to:

- Work in partnership with parents 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
- Show our school values in all that we do: Resilience, kindness, trust, excellence and pride.

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 to 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)

We use the term 'visitor' to refer to:

- Any other adult visiting our school either with or without a parent

School community refers to and includes:

- Pupils, parents, carers, staff, governors, trustees, volunteers, contractors and visitors

The welfare of children is paramount. Any behaviour by parents, carers or visitors that places a child at risk, undermines safeguarding procedures, or interferes with the school's ability to protect pupils may result in immediate action being taken.

2. Our expectations of parents, carers and visitors

We expect parents, carers and 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
- Communicate with school staff courteously and respectfully, whether in person, by telephone, email, online platforms or through social media.
- Parents and visitors must respect the confidentiality and privacy of pupils, families and staff.

- All visitors must sign in and follow school visitor procedures while on site.

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
- Intimidating another member of the school community
- Use of physical punishment against a child
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Any racist, sexist, homophobic, transphobic, disability-related or otherwise discriminatory language, conduct or harassment
- Sending abusive messages to another member of the school community, including via text, email or social media (Woodlands Park School will not get involved in private disputes between parents)
- Parents and visitors must not make audio, video or photographic recordings on school premises where this could compromise safeguarding, confidentiality, privacy or data protection requirements, unless authorised by the school (recordings for personal use in performances will usually be permitted and this information will be shared at the beginning of any performance)
- Parents and visitors must not publish or distribute material which could reasonably be viewed as abusive, threatening, defamatory, discriminatory, misleading, confidential or detrimental to the wellbeing of members of the school community. This includes publishing confidential information, sharing images or videos of pupils without consent, sharing images or recordings of staff in a way that breaches confidentiality, data protection requirements, safeguarding expectations or causes harassment.
- and encouraging online harassment of staff, pupils or families.
- 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, using or being under the influence of illegal drugs, psychoactive substances or any substance that impairs behaviour while on school premises.
- Bringing dogs onto the school premises (other than guide dogs)

The school has a duty of care towards its employees. Abusive, threatening, intimidating or harassing behaviour towards staff may result in restrictions on communication, referral to the police, or exclusion from the school site.

Excessive, repetitive, unreasonable or vexatious communications may result in communication arrangements being restricted to specific methods, times or nominated members of staff.

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. This may be a fixed term ban or in exceptional circumstances an indefinite ban. When a ban is imposed, the parent will normally be given an opportunity to present their version of events unless immediate action is necessary for safety reasons. The school will review any exclusion from site at appropriate intervals and inform the individual of their right to request a review. 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 the chair of governors before banning a parent from the school site. Where an individual has been prohibited from entering the school site, any unauthorised entry may be treated as trespass and the police may be contacted.

Nothing in this policy prevents parents from raising concerns, complaints or disagreements. The school encourages concerns to be raised through contacting the school or through the school's Complaints Policy in a respectful and constructive manner.

Links to other Policies

This policy should be read alongside:

- The School Behaviour Policy
- Safeguarding and Child Protection Policy
- Complaints Policy
- Health and Safety Policy
- Data Protection Policy

The school also relies on its powers under education, health and safety, safeguarding, equality and trespass legislation when managing behaviour on school premises.

This code applies on school premises, when attending school events off-site, and when communicating with members of the school community.