



MOSAIC
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CODE OF CONDUCT FOR PARENTS/CARERS & VISITORS POLICY



Reviewed by:	Local Governing Body
Policy owner:	Headteacher
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Displayed:	School Website

Document History

Date reviewed:	Comments:
April 2025	Brand Update.
September 2025	Added information on Images and Video Recording.

At Golborne Community Primary School, we are very fortunate to have supportive and friendly parents/carers. Our parents/carers recognise that educating children is a process that involves partnership between parents/carers, class teachers and the school community.

As a partnership, our parents/carers will understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons, we continue to welcome and encourage parents/carers to participate fully in the life of our school.

The purpose of this policy is to provide a reminder to all parents/carers and all visitors to our school about the expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding/respect.

Guidance

We expect all parents/carers and all visitors to:

- Respect the caring ethos of our school, values and 'Parent/Carer Responsibilities' (see Positive Discipline Policy).
- Understand that both teachers and parents/carers need to work together (Appendix 2 – School Ethos in Partnership) for the benefit of their children.
- Demonstrate that **all** members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour.
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue.
- Correct own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Approach the school to help resolve any issues of concern, in person or phone. This is done by meeting with the class teacher first; then the phase leader if necessary and finally the Headteacher (or deputy headteacher in the headteacher's absence). Appointments must be made via the school office (by phone or in person), not via email or letter(s).
- Avoid using staff as threats to improve children's behaviour and the first port of call should be the class teacher.
- Make an appointment to see the class teacher first, either before or after school. Please be aware the Staff Meeting is Monday and generally, no meetings can take place.
- Support all school policies and procedures in order to communicate with school effectively.
- To not email into the school please. We expect all parents/carers to call school and/or personally speak with staff.
- Early Year's parents/carers to use the ClassDojo, to upload their child's experience and achievements. It is not to be used for personal messaging.

In order to support a peaceful and safe school environment the school will not tolerate parents/carers and visitors exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the school grounds including team matches.
- Using loud/or offensive language, swearing, cursing, using profane language or displaying temper.
- Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying school property.
- Abusive or threatening e-mails or text/voicemail/phone messages or other written communication to any member of school staff, a Governor or visitors.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parent/carer/staff, at the school on Facebook or other social sites (See Appendix 1). Any concerns you may have about the school must be made through the appropriate channels by speaking to the class teacher, the Headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.
- The use of physical aggression towards another adult or child. This includes physical punishment against your own child on school premises.
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Smoking (including e-cigarettes) and consumption of alcohol or other drugs whilst on school property.
- Dogs being brought on to school premises, whether on a lead or being carried.

Should **any** of the above behaviour occur on school premises, the school's preferred procedures will be:

- Issue a verbal warning to the offending adult or;
- Issue a written warning to the offending adult or;
- Ban the offending adult for a fixed period (this can be issued immediately in some cases, by the headteacher) or:
- Restrict access to the school at certain times and/or communication with school, for example, only by email.

Unacceptable behaviour will also result in the police being informed.

The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to abuse.

School premises are private property and parents/carers have been granted permission from the school to be on school premises. However, in case of abuse or threats to staff, pupils or other parents/carers, school may ban parents/carers from entering school.

It is also an offence under section 547 of the Education Act 1997 for any person (including a parent/carer) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned.

School is not responsible for organising arrangements for children in the above circumstances. Parents/carers will need to provide alternative arrangements for bringing children into school.

Parents/carers have the right of appeal by writing to the Chair of Governors, within ten days of permission to enter the school premises being withdrawn.

We trust that parents/carers will assist our school with the implementation of this policy, which you have also agreed to by sending your child to the school.

Review

Reviewed: September 2025

Reviewed by: All of the staff and the Local Governing Board.

Next review date: September 2026

Appendix 1 – Inappropriate Use of Social Network Site

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff and in some cases other parents/pupils.

The Governors of Golborne Community Primary School considers the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, the Headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil or parent/carer of a child/ren being educated in Golborne Community Primary School is found to be posting libelous or defamatory comments on Twitter, Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. The school will also expect that any parent/carer or pupil removes such comments immediately.

In serious cases, the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly is the issue of cyber bullying and the use by one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying. Thankfully such incidents are extremely rare.

We would expect that parents would make all persons responsible for collecting children aware of this policy.

Appendix 2 – School Ethos

Our constant aim is to facilitate children’s learning in a warm, encouraging and respectful community existing in a quality and stimulating environment. Our ethos relies heavily on the concept of independent learning and self-discipline. We hope to develop in all children the desire to learn and the ability to apply their knowledge. At the same time, we want to help each child find the self-esteem and confidence that are so necessary to live a full and happy life. Through first-hand experiences and subsequent understanding, we wish to cultivate in all our children not only the need to learn but also a pride in their work, respect for their surroundings and good relationships with others at home and at school.

Appendix 3 – Images and Video Recording

Parents/Carers are able to take pictures/videos of their child during a performance or sporting event at designated times as stated at the start of each event by a member of the Senior Leadership team. Pictures and videos are to only be taken of your child and no one else and used for personal matters.