

# Parent Code of Conduct

This Policy should be read in conjunction with the Home/School Agreement Document.

## Our vision and motto

To create, nurture and sustain a supportive, strong community in which everyone, pupils and staff, are '**learning for life**'.

Approved by:	Head Teacher	Date: May 2025
Last reviewed on:	May 2023	
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## 1. Purpose and scope of this Policy:

At Lakeside 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

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
- Communicate regularly with us in the best interests of their child.
- Seek a peaceful solution to all issues
- 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

- Displaying a temper, or 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, offensive or derogatory 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 (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)

## 4. Breaching the code of conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the Senior Leadership Team 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 in to 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 local authority'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 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.

## Appendix 1: model letters

### Initial warning letter from the Headteacher

Dear [parent name],

I've received a report about your conduct on [time and date].

[Summary of incident, include location, its effect on staff, pupils and other parents.]

If the incident is minor, add:

This behaviour is not in keeping with our parent code of conduct. [Please find a copy attached to this letter.]

If the incident is more serious, add:

As written in our parent code of conduct, we do not tolerate this kind of behaviour in our school. [Please find a copy attached to this letter.]

We believe that all staff, pupils 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:

Further breaches of the code of conduct may result in a ban from the school premises.

If you want to invite the parent in for a meeting, add:

I'd like to invite you in to school to discuss this incident, and how we can work together to prevent similar issues in the future.

Please contact the school office on 01707 327 410 to book an appointment.

Yours sincerely  
Lynnette Johnson

Headteacher

## Model letter banning a parent from the school site

Dear [parent name],

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

You can also choose to ban a parent permanently. In that case, amend the sentence above.

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

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

If you do not comply with the 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.

If you would like to raise a complaint, you can do so using the school's complaints procedures, which are available on our website.

Yours sincerely

Lynnette Johnson

Headteacher

## Home School Agreement

We will:

- Keep your child safe, and keep you informed of any concerns regarding safeguarding and child protection.
- Uphold our child protection duties.
- Prioritise your child's well being
- Provide a broad, personalised curriculum that meets the needs of all pupils, providing homework where appropriate.
- Provide where appropriate risk assessments and behaviour plans for pupils
- Offer an open door policy so that you can come and talk about any concerns at any time, with us (just give us a call)
- Send one update of progress per week for each pupil via Marvellous Me App.
- Communicate with you via the Home School Book about your child whenever there is important information and not less than 3 times per week.
- Communicate with you where issues need deeper discussion, by telephone and by inviting you in to speak with us.
- Make sure that we never share photographs of pupils without agreement.

Parents/Carers will:

- Ensure their child attends school regularly, on time, and appropriately dressed.
- Inform school promptly if their child is going to be absent, and always provide up to date contact information.
- Ensure their child has all equipment they need for the school day.
- Inform school promptly of any concerns that might affect their child's learning or behaviour.
- Communicate regularly through the Home School Book in the best interest of their child.
- Attend meetings arranged by the school about their child.
- Support their child with their learning at home.
- Agree to the use of restrictive physical intervention in the event of a pupil needing to be kept safe in this way.
- Come promptly to school if we call to say their child is ill and follow the advice of the School Nurse on recommended length of absence.

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Signed

.....  
Date

.....  
Name