

ICKWORTH PARK PRIMARY SCHOOL



Parental Code of Conduct Policy

DATE ADOPTED / REVIEWED	Autumn 2026
PRINT NAME	Kirsten Steele
SIGNED	
DATE	
DUE FOR NEXT REVIEW	Autumn 2029
COMMITTEE TO APPROVE	Local Governing Body

Policy Statement

At Ickworth Park Primary School, we value the strong relationships we have with our families and recognise that pupils achieve best when school and home work together.

We are committed to creating a positive, respectful and welcoming environment for all members of our school community. This includes pupils, parents, carers, staff, governors and visitors.

The purpose of this Code of Conduct is to help ensure that all adults associated with the school behave in a way that supports a safe, respectful and positive environment.

Our Expectations

We ask that all parents and carers:

- Treat all members of the school community with respect and courtesy.
- Work in partnership with the school to support their child's learning and wellbeing.
- Raise concerns in an appropriate and respectful manner.
- Follow the school's procedures for addressing concerns or complaints.
- Support the school's values, policies and expectations.
- Respect the decisions made by staff in the interests of pupil safety and wellbeing.
- Use social media responsibly and avoid comments that may harm members of the school community and the reputation of the school.
- Respect our local community by parking considerately, avoiding obstruction of driveways, pavements and access routes, and being mindful of our neighbours when arriving at and leaving school.
- Follow school procedures regarding the use of mobile phones on the school site and refrain from making or receiving calls within the school building unless agreed with a member of staff

Unacceptable Behaviour

The school will not tolerate behaviour that causes distress, alarm or intimidation to others.

This includes, but is not limited to:

- Shouting at, swearing at or insulting members of staff.
- Aggressive or threatening behaviour.
- Physical aggression of any kind.
- Discriminatory language or behaviour.
- Making unfounded, malicious or defamatory comments.

- Recording staff or other pupils without permission.
- Posting inappropriate comments about the school, pupils, families, staff or governors on social media.
- Entering areas of the school site without permission.
- Repeatedly contacting staff in a manner that is excessive or unreasonable.
- Parking in a manner that causes obstruction, danger or nuisance to members of the local community.
- Using mobile phones in a way that breaches school procedures or compromises the privacy of pupils, staff or families.

Social Media

The school recognises the positive role social media can play in communication.

Parents and carers are asked to:

- Raise concerns directly with the school wherever possible.
- Avoid discussing individual pupils, families or members of staff online.
- Avoid posting comments that may damage the reputation of the school or members of the school community.
- Respect confidentiality at all times.

Concerns about school matters should be raised through the appropriate school channels rather than through social media.

Resolving Concerns

We recognise that from time to time parents may have concerns or complaints.

We encourage parents to:

1. Contact the class teacher where appropriate.
2. Contact a member of the leadership team if concerns remain unresolved.
3. Follow the school's complaints procedure where necessary.

We will always seek to resolve concerns fairly, respectfully and in a timely manner.

Breaches of this Code

In exceptional circumstances, where behaviour falls significantly below the standards expected, the school may take appropriate action.

This could include:

- Requesting meetings take place with a member of the leadership team present.
- Restricting communication to written correspondence.

- Asking an individual to leave the school site.
- Seeking advice from the Trust or Local Authority.
- Taking further action where behaviour is abusive, threatening or unlawful.

The school reserves the right to take any reasonable action necessary to protect the wellbeing and safety of pupils, staff and members of the school community.

Monitoring and Review

This Code of Conduct will be reviewed every three years or sooner if legislation, guidance or local circumstances change.