Parent Code of Conduct

Approved by FGB: 25th March 2026

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Responsible for review: Headteacher

Published on website: Yes

1. **Introduction**

We are very fortunate to have supportive and friendly parent/carers. Our parents/carers recognise that educating learners is a process that involves partnership between parents/carers, and the school community as a whole. As a partnership, our parents/carers will understand the importance of a good working relationship to equip learners with the necessary skills for the world of work and adulthood. For these reasons we continue to welcome and encourage parents/carers to participate in the life of our school.

Scope including statutory requirements

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

3. **Process and Practice**

We expect parents, carers and visitors to:

- Respect and be respectful of our caring school, its ethos and values
- Understand that both teachers and parents need to work together 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 learner's version of events with the school's view in order to bring about a peaceful solution to any issue.
- Correct their 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.
- Avoid using staff as threats to admonish children's behaviour.

In order to support a peaceful and safe school environment the school cannot 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 learner regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying school property.
- Abusive or threatening emails or text/voicemail/phone messages/social media usage or other written communication
- Defamatory, offensive or derogatory comments regarding the school or any of the learners/parent/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 Head of Year, 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 student.
- 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 and consumption of alcohol or other drugs whilst on school property.
- Dogs being brought on to school premises (with the exception of Guide Dogs).

Should any of the above behaviour occur on school premises the school may feel it is necessary to contact the appropriate authorities and if necessary, even ban the offending adult from entering the school grounds. We trust that parents and carers will assist our school with the implementation of this policy and we thank you for your continuing support of the school (see Appendix 2).

Appendix 1:

Inappropriate use of Social Network Sites. Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/learners.

Harrow High 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 via the Complaints Policy, 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 learner or parent/carer of a learner being educated in the school is found to be posting libellous or defamatory comments on 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 content or activity which breaches this. The school will also expect that any parent/carer or learner 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 learner 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:

Model letters

First warning letter

Dear

I have received information about your unacceptable conduct (date, time) when you spoke to a member of staff in school/on the telephone using abusive and offensive language.

We are an inclusive school and our aim is to have a good working relationship with parents for the benefit of their children and we always encourage parents to approach the school to help resolve any concerns. However, we believe that staff and learners are entitled to work in a safe environment and any behaviour that will cause harassment, upset or distress to others is against the school's ethos and will not be tolerated. I must inform you that if staff raise any further concerns about your behaviour formal procedures may be considered.

Yours sincerely, Headteacher

Second Letter

Dear

I have received information about your unacceptable conduct on a number of occasions when you have spoken to staff on the telephone using offensive language. The latest incident took place with our on

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With this in mind, we suggest that if you do need to contact staff you email, the Year xxxx pastoral team, Mr/Ms xxxxx and Mr/Ms or their line manager Mr/Mrs xxxxx

In the event of an emergency (eg medical), please call reception with your message and a member of staff will return your call.

Yours sincerely, Headteacher