



PARENT/CARER CODE OF CONDUCT



Parent/Carer Code of Conduct 2026

Across all of our schools, Riverbank Primary School, Brearley Hall School and Brookland School, we value our strong relationships with parents and carers. Together, this helps us to achieve the very best for our students in a mutually supportive partnership between parents/carers and staff.

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

To truly create the best outcomes for children requires the relationship between home and school to be based on the principles of care, integrity, trust and mutual respect. The maintenance of this relationship is important to ensure that a child or children are safe and not open to undue distress and anxiety.

At Riverbank Primary School, Brearley Hall School and Brookland School, we believe it's important to:

- Work in partnership with parents and carers 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 and carers by setting guidelines on appropriate behaviour.

We use the term 'parents and carers' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the caring, therapeutic ethos and values of the school
- Work together with school 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
- Support their child in reflecting on their actions, particularly in situation that may lead to conflict, aggression or unsafe behaviour, whether on or off school premises
- Approach the right member of school staff to help resolve any issues of concern in an appropriate manner

In order to support a safe school environment, all our schools will not tolerate parents or carers exhibiting the following;



- Disruptive behaviours which interferes or threatens to interfere with any of the schools' operations or activities anywhere on the school premises
- Any inappropriate behaviour on the school premises
- Using loud or offensive language or displaying temper
- Threatening a member of school staff in any way
- Damaging or destroying school property
- Sending abusive or threatening emails, or text/voicemail/phone messages or other written communications to anyone within the school community
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff at the school on Facebook or other social sites
- The use of physical or verbal 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, taking illegal drugs or the consumption of alcohol on school premises (alcohol may only be consumed during authorised events)

Should any of the above occur on school premises, the school may feel it necessary to take action by contacting the appropriate authorities and/or sadly, consider banning the offending adult from entering the school premises.

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 our 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 Director of Education before banning a parent from the school site.

Inappropriate use of Social Network

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

The Department for Education/Government and our schools (Riverbank, Brearley and Brookland) considers the use of social media websites being used in this way as unacceptable. Any concerns you may have about the school or your child/children must be made through the appropriate channels



by speaking to the class teacher, the Headteacher or the Director of Education, where they will be dealt with fairly, appropriately and effectively for all concerned.

Libellous or Defamatory posts

In the event that any pupil or parent/carer of a child/children at any of our schools 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 contact or activity which breaches this. The school will also expect that any parent/carer or pupil removes such comments with immediate effect.

Thank you for abiding by this policy in our school. Together we can create a positive and uplifting environment not only for the students, but also for all who work in, and visit our school.

Approved by:	Dani Worthington - Director of Education	Date	01/09/26
Last Reviewed on:	01/09/26		
Next Review due by:	01/09/27		

