

SPRINGFIELD SCHOOL POLICY



POLICY NAME: Parents and Visitors Code of Conduct

NEXT REVIEW DATE: 01/09/2026

1. Purpose and scope

At Springfield, 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
- Always model appropriate behaviour for our pupils

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
- Seek a peaceful solution to all issues
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- 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
- Sending multiple e-mails to staff members
- Threatening another member of the school community
- 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
- Smoking or drinking alcohol on the school premises
- Possessing or taking drugs (including legal highs)

4. Recording of Meetings and Communications

Parents and carers are expected to respect the privacy and confidentiality of all members of the school community.

The use of personal devices to record (audio or video) any meetings, telephone conversations, or interactions with school staff is not permitted without the explicit prior consent of all parties involved.

This includes, but is not limited to:

- Face-to-face meetings on school premises
- Telephone or virtual conversations (including with safeguarding staff such as the DSL)
- School events or informal interactions involving staff or pupils

Any recording made without consent must not be shared, published, or distributed in any format, including on social media or messaging platforms. Such actions may constitute a breach of confidentiality and could contravene UK GDPR and the Data Protection Act 2018.

Where this expectation is not met, the school reserves the right to take appropriate action, which may include:

- Requesting the deletion of recordings
- Restricting communication methods or access to the school site
- Escalating concerns to the Local Authority or seeking legal advice where necessary

The school is committed to maintaining a safe, respectful and professional environment for all. We ask that parents and carers work in partnership with us by upholding these expectations at all times.

5. 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:

- Ask you to leave site with immediate effect
- Send a warning letter to the parent
- Restrict access to the school grounds or to the school inboxes
- Discuss with the LA the behaviour of the parent / visitor
- 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 chair of governors before banning a parent from the school site.

Leadership Team

September 2025

Review Due – September 2026