Willoughton Primary School

The Cliff Federation
Parent and Carers Code of Conduct Policy

Policy Information			
Status:	Statutory	**Reviewed by:**	Full Governing Board
Cycle of Review:	Annual	**Policy Ratified**	March 2026
Signed as accepted:			

PARENTS AND CARERS CODE OF CONDUCT

Introduction

The Cliff Federation values the positive relationships we have with our parents and carers. We recognise that educating children is most effective when there is a strong partnership between the school, families and the wider community.

Parents and carers play an important role in supporting their children's learning and wellbeing. We welcome constructive communication and encourage parents to engage with school life.

In return, the school expects all members of the school community to treat each other with respect and courtesy so that we can maintain a safe, positive and supportive environment for pupils, staff and families.

The school is committed to safeguarding and promoting the welfare of children. We expect all members of the school community, including parents and carers, to share this commitment.

Purpose

The purpose of this policy is to outline the expectations for behaviour from parents, carers and visitors when interacting with the school and members of the school community.

The policy aims to:

- Promote respectful relationships between parents, staff and pupils
- Ensure effective and appropriate communication with the school
- Provide clarity about behaviour that is unacceptable
- Explain how the school may respond if expectations are not me

Scope of the Policy

This policy applies to all parents, carers and visitors connected with the school, including:

- Family members
- Adults collecting children
- Visitors attending school events
- Volunteers working with the school

The expectations in this policy apply:

- On school premises
- During school events or activities
- When communicating with the school by phone, email or online platforms (e.g. class dojo)
- When commenting about the school or its community on social media

Expected Conduct

We expect all parents and carers to:

- Treat all members of the school community with respect and courtesy
- Work in partnership with the school to support children's learning and wellbeing
- Communicate concerns calmly and respectfully
- Model appropriate behaviour for children
- Respect the professional responsibilities of school staff
- Follow school procedures when raising concerns or complaints

Communication with the School

The school welcomes communication from parents and carers.

Parents may need to contact the school for a variety of reasons, such as reporting absences, sharing important information about their child, or discussing concerns about learning or wellbeing.

To ensure communication is effective and respectful:

- Short messages or updates can be shared with staff at the start or end of the school day, where appropriate.
- If you need to discuss an issue in more detail, please arrange an appointment with the class teacher.
- If a concern cannot be resolved with the class teacher, parents should contact the Headteacher.
- If the matter remains unresolved, parents should follow the school's Complaints Policy.

Communication should take place through official school channels such as:

- The school office
- Official school email addresses which are enquiries@hemswellcliff.lincs.sch.uk or enquiries@willoughton.lincs.sch.uk

- Approved school communication platforms (e.g. ClassDojo)

Use of Class Dojo Messaging

The school uses ClassDojo as a communication platform between school and families. This can be a useful tool for sharing information and sending short messages.

Parents and carers should be aware that:

- Class Dojo messaging should be used for short messages or simple communication only.
- It should not be used to raise complaints or complex concerns. If parents wish to raise a concern, they should contact the school office or arrange a meeting with the class teacher in line with the school's complaints procedure.
- Communication sent through Class Dojo must remain polite and respectful at all times.
- Class Dojo messages may not be monitored continuously (please remember staff are often teaching during the school day), and staff may not respond outside of working hours.
- Parents should not expect an immediate response to messages sent through the platform.
- Pupil absences must be reported by telephoning the school office and should not be sent via Class Dojo messages.

Using the correct communication channels helps ensure that important information is received promptly and that staff are able to respond appropriately.

Unacceptable Behaviour

Our schools will not tolerate behaviour that undermines the safety, wellbeing or dignity of staff, pupils or other members of the school community.

Examples of unacceptable behaviour include:

- Shouting, swearing or using language that is offensive, disrespectful or rude
- Aggressive, threatening or intimidating behaviour
- Making personal attacks against school staff, governors or other parents
- Using language that calls into question the professional abilities of a member of staff
- Harassment, discrimination or abusive language
- Invading personal space or behaving in a confrontational manner
- Sending excessive, demanding or disrespectful communications to staff
- Making unreasonable demands for immediate responses from staff
- Recording meetings or conversations without the knowledge and agreement of all parties
- Posting defamatory, abusive or offensive comments about the school, staff or pupils online
- Approaching or disciplining another person's child
- Smoking, drinking alcohol or using drugs on school premises
- Bringing dogs onto school premises (except assistance dogs with prior agreement)
- Causing disruption to school activities, classrooms or events
- Damaging school property

Any form of violence or threat of violence towards staff, pupils or visitors will be treated extremely seriously and may be reported to the police.

The school will not tolerate behaviour that is discriminatory, racist, sexist, homophobic, transphobic or otherwise abusive.

Social Media Expectations

The school recognises that social media is widely used. However, it is important that online behaviour reflects the same standards of respect expected within the school community.

Parents and carers must not:

- Post abusive or defamatory comments about the school, staff, pupils or families
- Share confidential or sensitive information about the school
- Post photographs or videos of other children without permission
- Use social media to organise or encourage complaints against the school

Concerns about the school should always be raised through the appropriate channels so they can be addressed fairly and effectively.

In cases where inappropriate social media activity occurs, the school may request that posts be removed and may consider further action where necessary.

School Response to Unacceptable Behaviour

Where behaviour falls below the expectations outlined in this policy, the school may take appropriate action.

This may include:

- Reminding the individual of the expectations in this policy
- Ending meetings, phone calls or conversations where behaviour becomes unacceptable
- Sending written communication to address concerns about behaviour
- Restricting communication to specific channels (for example through the school office)
- Limiting access to school premises
- Involving legal advisers
- Reporting serious incidents to the police where appropriate

School premises are private property. Parents and carers have an implied right to enter the premises, but the school reserves the right to withdraw this permission if behaviour is unacceptable.

Working Together

Our schools value the support and cooperation of parents and carers. By working together respectfully, we can create positive environments in which children feel safe, supported and able to thrive.

We thank parents and carers for their continued support and for helping to maintain a respectful and positive school community.

Parents are asked to ensure that anyone responsible for collecting their child from school is aware of this policy.