



PARENT CODE OF CONDUCT 2026-2031

This policy/document was reviewed by:

Signed:

Mr T Williams, Chair of Governors

Signed:

Mrs B Bouckley, Head Teacher

Date:

Review date: September 2031

1. Purpose and scope

At Rossmore School we believe it is 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
- 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 by setting guidelines on appropriate behaviour.

We use the term 'parents' in this context to refer to:

- Anyone with parental responsibility to 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, as well as the rules and policies agreed with our Governing Board
- Communicate important information about their child promptly, including:
 - reasons for absence from school
 - changes in behaviour and family circumstances which may affect the child in school
 - changes in transport arrangements or collection of the child from school by friends or relatives
 - medical information and changes in treatment or medications
 - We expect that parents ensure that any medication a pupil may be prescribed for administration in school, are provided to use in the appropriate packaging and replenished in good time to ensure a child does not run out of the medication they need. Staff are only allowed to administer the dosage on the packaging, and permission to administer medication forms must be completed and signed on a termly basis
 - It is the parents' responsibility to inform the school of any changes to medication or information that may require a medical care plan update

Parents are expected to

- Work together with staff in the best interests of our pupils, and to understand that it is the professional duty of Rossmore staff to help children

make as much progress as they possibly can. This will mean staff will often be the 'agent of change' in a child's development, and as such, staff will need to give advice and guidance as to what a parent or carer needs to do next, in order to help their child make progress with their behaviour, learning, and independence. We expect parents and carers to accept this professional guidance and advice with a constructive and open attitude

- A place at Rossmore School is a 7-year programme to develop a child's education, social communication and emotional regulation. This will involve staff offering constructive advice about moving children on in terms of their development. This is our professional duty, and we expect parents to be open and willing to consider suggestions and advice as they progress through classes. While we recognise that parents are experts on their own children, our experience is that when parents work in active partnership with us, we can achieve the very best outcomes for children
- Play a supportive and active role in the child's education, with support in doing their best to complete any homework or reading set by the class teacher etc. Also, attending school events to support learning whenever they can
- To attend parents' evenings held in school, or to let the school know in good time if there is a valid reason where the parent cannot attend
- Treat all members of the school community with respect, setting a good example with speech and behaviour and support of the policies and practices of our school
- To respect the privacy of other parents and carers, and to refrain from posting any pictures or other information about any other child or family online without their consent
- To drive carefully within the speed limit of 20mph outside of school at all times, when visiting the school or dropping and collecting pupils
- Parking on site is not permitted for parents
- To support the school's Attendance Policy and recognise the legal duty for parents to ensure their child attends school, promote a high level of attendance and punctuality, and to book holidays only in the school holidays
- To try to make sure their child arrives at school at 8.45 am every day
- To play an active role in safeguarding all children at Rossmore, including:
 - accepting that it is the duty of all staff to address any issues that arise, including bringing safeguarding concerns to the attention of parents and carers
 - working constructively with staff and external agencies to address any issues that may arise
 - promptly reporting any safeguarding issues that are observed in the case of other children or members of the school community to the named Safeguarding Lead, Mrs Bouckley
- Seek a constructive solution to all issues

- Manage their own child's behaviour, (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Ensure their child is safe and supervised before and after school, in particular
 - ensuring children do not use school climbing equipment before or after school
 - keeping close supervision of children near moving vehicles or when crossing roads by holding their hand
- Approach the right member of school staff to help resolve any issues of concern. The school office staff can direct any enquiry to a member of staff that will do their best to help

3. Behaviour that will not be tolerated

- Displaying a temper, or shouting at members of staff, pupils or other parents in face to face, online or telephone communications
- Disrupting, or threatening to disrupt school operations
- Swearing or using otherwise offensive language on school grounds or near children
- Swearing or using offensive language towards staff undertaking their roles
- Using swear words or discriminatory or racist language in front of their child, so it is repeated in the school
- Exposing their child to any form of inappropriate or harmful material which may cause them to repeat or act out inappropriate behaviour in school, including
 - graphic or age-inappropriate games
 - sexually inappropriate videos
 - violent or horror films
- Threatening or intimidating body language toward any member of staff or member of the school community
- Unhelpful or unsympathetic behaviour or language toward another parent experiencing difficulty with their child. We expect all Rossmore parents to offer support and understanding in these situations
- Threatening another member of the school community
- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Disciplining another person's child – please bring any behaviour incidents to the attention of a member of staff
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing, taking, or being under the influence of drugs (including legal highs) on the school premises, or in the presence of children

- Staff reserve the right to refuse to release pupils to any individual deemed unsafe to supervise their child, and to call for support from other family members or other agencies in such circumstances
- Failing to come to school to collect your child at the end of the day without calling or making alternative arrangements. In these circumstances the school would need to contact the police and social services if contact could not be made with the parent or named emergency contacts
- Bringing dogs onto the school premises (other than assistance dogs by prior arrangement with the Head Teacher)
- Disrespectful or rude language or behaviour toward any member of staff undertaking their duties, or toward any other members of the school community
- Sending abusive, rude or disrespectful messages to staff
- Sending disrespectful messages about staff or other members of the school community, including via text, email or social media
- Placing school staff under unreasonable pressure or intimidation through the repeated or inappropriate use of email, SMS, or any other form of communication, which may be perceived as vexatious, bullying or targeting of individual members of staff undertaking their roles in school
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community on social media platforms, face to face, or online groups such as WhatsApp discussions with other parents and carers

Online messaging

Whilst the school accepts that parents may wish to use messaging apps or emails for the purpose of communicating with other parents in a constructive manner, the school shall not under any circumstances accept any of the following behaviour:

- Sending abusive messages or emails to fellow parents
- Sending abusive messages or emails about other pupils, member of staff, parents or other members of the school community
- Sending abusive messages/emails to members of staff

Rossmore School acknowledges that the use of instant messaging, e.g. WhatsApp is a simple and easy way for parents to communicate with other parties outside of school. This can benefit the school community by keeping it informed and updated, provided that it is used in a positive manner. Should any problems or breach of this code of conduct arise from communication via messaging apps, the school shall act immediately by contacting parents or the relevant party directly to prevent further issues continuing.

Rossmore School staff can request a meeting with parents if any misconduct, such as sending abusive messages or posting defamatory statuses, occurs online.

The school's complaints procedure will be followed accordingly if any members of the school community or governing board cause any discrepancies through their conduct whilst using online messaging.

The Head Teacher can, subject to the consent of a parent involved, view messages sent between members of the parental body in order to deal with problems more quickly and effectively.

The Head Teacher can request that 'group chats' are closed down should any issues continue between parents/carers or parental bodies.

4. 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
- Log a record of the incident on the school's secure CPOMS system
- Invite the parent into school to meet with a senior member of staff or the Head Teacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the local authority's legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will in the first instance be referred to the Police. This will include any or all cases of threats or violence and actual violence to any child, staff or governor in the school. This will also include anything that could be seen as a sign of harassment of any member of the school community, such as insulting social media posts or social media cyberbullying. In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the school will refer the matter to the Cheshire West and Chester's legal team for further action. In cases where the code of conduct has been broken, but the breach was not libellous, slanderous or criminal matter, then the school will send out a formal letter to the parent or carer with an invitation to a meeting.
- Where appropriate, ensure that all staff meeting with a parent who has behaved inappropriately are accompanied by a senior member of staff. This will include telephone calls and online meetings. The school reserves the right to communicate information to parents via a senior member of staff where class staff feel threatened by the conduct of a parent.
- Place the parent on '**managed contact**', where the school will impose reasonable and proportionate restrictions on the parent engagement with

the school. Full details of the managed contact process are outlined in our Managed Contact Policy.

The school will always respond to an incident in a proportional way. The final decision on how to respond to breaches of the code of conduct rests with the Head Teacher.

The Head Teacher will consult the Chair of Governors before banning a parent from the school site, or placing a parent on '**managed conflict**' for a fixed period. A review will be held after this period to determine whether it is then appropriate or safe for the parent to be readmitted to the site.

The Governing Board will refer to the school's Managed Contact Policy in any decision taken.

If a parent does not agree with this decision they would need to submit a formal complaint to the Chair of Governors as outlined in the complaints policy and procedures.