

Parent/Carer Code of Conduct

2026-27

Code of Conduct

At Lower Peover CofE Primary School we value our strong relationship with parents and carers.

Together this helps us achieve the very best for the children in a mutually supportive partnership between parents, class teachers and the school community.

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

To truly create the best outcomes for children requires the relationship between home and school to be based on the principals of care, integrity, trust, and mutual respect.

The maintenance of this relationship is important to ensure that a child or children are safe (please read our safeguarding policy) and not open to undue distress and anxiety.

Guidance

As well as following the guidance set out in our Home School Agreement and holding the above principals in mind, parent, carers, volunteers, and visitors are reminded:

- To respect the caring ethos and values of the school.
- That both school staff and parents need to work together for the benefit of their children.
- Approaching school staff for help to resolve an issue is done in an appropriate manner.
- All members of the school community to treat each other with respect using appropriate language and behaviour.
- Verbal or physical abuse of staff will not be tolerated.

These points apply to every aspect of school life, including all FLPS events. Any incident arising from any event on school premises, regardless of whether these are held in or out of school hours, will be dealt with under the school's policies and procedures.

The school needs to work with a child in order to clarify their version of events in order to bring about an appropriate solution to any issue.

To correct their child's actions especially where it could lead to conflict, aggressive or unsafe behaviour – both on and off the school premises.

Official School Communication

All official school communication will be made via the following platforms only:

- School Website
- School Spider – email, smart or text messages
- Emails directly from a school email address
- School Facebook Page

We are aware of each class WhatsApp groups, however, in the event of a parent being in breach of the above Code of Conduct they will be contacted by the Head Teacher and/or Chair of Governors.

Use of cameras and filming equipment by parents

Parents or family members are welcome to take photos of (and where appropriate, film) their own children taking part in schools' events, subject to the following guidelines, which the school expects all parents to follow.

Parents will:

- Remain seated while taking photos or videos during concerts, performances, and other events.
- Minimise the use of flash photography during performances.
- In the case of all school events, make the focus of any photos and/or videos their own children.
- Avoid disturbing others in the audience or distracting pupils when taking photos or recording videos.
- Ensure that any images and recordings taken at school events are exclusively for personal use and are not uploaded to the internet, posted on social networking sites, or openly shared in other ways.
- Refrain from taking further photos and/or videos if or when requested to do so by staff

Contacting Staff

Lower Peover CofE Primary School respects the work-life balance of its staff. All parents have access to the office and staff email addresses. Please be aware, if an email is received out of normal school hours, there is no expectation to provide an immediate response. Emails may not be responded to late at night, at weekends or during school holidays.

All communication should be via the school email address, and not, should you have it, a staff's personal mobile number (unless by prior arrangement e.g. FLPS)

In order to support a peaceful and safe school environment, the school will not tolerate parents, carers or visitors exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with any of the school's operation or activities anywhere on the school premises.
- Any inappropriate behaviour on the school premises
- Using loud or offensive language or displaying temper.
- Threatening, in any way, a member of school staff, visitor, fellow parent/carer or pupil.
- 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/WhatsApp or other social media sites (see appendix).
- 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 as 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 the school premises. (Alcohol may only be consumed during authorised events).
- Dogs being brought on to school premises (other than guide dogs) at any time including FLPS/community events.

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

Thank you for abiding by this policy in our school.

Together we create a positive and uplifting environment not only for the children but also all who work at and visit our school.

Note:
Can parents please ensure they make all persons responsible for collecting their children aware of this policy.

APPENDIX

Inappropriate use of Social Network Site
Social media websites are being used increasingly to fuel campaigns and complaints against schools, Head Teachers, School Staff, and in some cases other parents or pupils.

The Department for Education/Government and Governing Board of Lower Peover Primary School 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, Head Teacher, or other member of the Senior Leadership Team, or Chair of Governors, 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 Lower Peover Primary School is found to be posting libellous or defamatory comments on Facebook, WhatsApp, 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 immediately.

Cyber Bullying
We take very seriously the use of cyber bullying by one child 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.

The school will also consider its legal options to deal with any such misuse on social networking and other sites.