



Marshland St. James Primary and Nursery School

PARENT CODE OF CONDUCT

Document Control

Date	Revision amendment details	By whom
01/05/26	V1 live DRAFT document – awaiting approval by Governing Body 01/07/2026	Model B Governance
01/5/27	Review date	Model B Governance

Introduction

We are very fortunate at Marshland St James Primary and Nursery School, to have a supportive and friendly parent and family community. Our families recognise that educating children is a process that involves partnership between themselves, class teachers and the school community. To help us achieve 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 and Curriculum).

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

Purpose and Scope

The purpose of this policy is to provide a reminder to all parents and carers about the expected conduct on school site and when communicating with school staff. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding and respect.

Timeframes

Please remember how busy members of staff are during the school day, particularly first thing in the morning. If you need to approach the school to help resolve any issues of concern:

- Firstly, make an appointment to meet with the class teacher.
- Following that request a meeting with the Headteacher if your concern is not resolved.
- We will endeavour to respond to telephone calls or emails within 2 school days of receipt.
- Where you need to speak with a member of staff make an appointment to do so at a time when they can give you their full attention.
- Staff communication is limited to 8:30am to 5pm (both online and in person). Although some staff members may choose to communicate outside of these times.
- Staff are only available the same day if there is an urgent safeguarding concern and a child is at risk of imminent harm.
- If you wish to correspond by email this should be done through the school's central email address at office@marshlandprimary.norfolk.sch.uk making it clear in your message who it is for. This address is monitored regularly during the school day and emails forwarded to the appropriate member of staff.
- If this is not appropriate you can contact the Headteacher using head@marshlandprimary.norfolk.sch.uk . Your concern may be passed to the appropriate member of staff.
- If the matter is still not resolved follow the procedure in the school's Complaints Policy which is available under the heading Policies on the school website.

Guidance

We expect parents and carers to:

- Respect the caring ethos and values of our school
- Understand that both teachers and parents need to work together for the benefit of their children.
- Demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour.
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue.
- Correct own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Approach the school to help resolve any issues of concern.
- Avoid using staff as threats to admonish children's behaviour.

In order to support a peaceful and safe school environment, the school cannot tolerate parents and carers exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with the day to day running of a classroom or any other area of the school grounds.
- Using loud/or offensive language, swearing, using profane language or displaying temper.
- Threatening to do actual bodily harm to a member of school staff, fellow parent/carer or child.
- Damaging or destroying school property.
- Abusive or threatening e-mails, online messages, voicemail/phone messages or other communication.
- Defamatory, offensive, inciting or derogatory comments regarding the school or any of the children, families or members of staff at the school on Facebook, other social media sites or online.
- Concerns should be raised with either the class teacher or headteacher. If the issue remains unresolved, the next step is to follow the procedures laid out in the school's Complaints Policy. A copy of this can be found on our school website. It will be dealt with fairly, appropriately and effectively for all concerned.
- The use of physical aggression towards another adult (parent or member of school staff) or child.
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child.
- Smoking and consumption of alcohol or other drugs whilst on school property.

If the school suspects, or becomes aware, that an adult has breached this Code of Conduct, the school will gather information from those involved and speak to the adult about the incident. Depending on the nature of the incident, the school may then:

- Invite the adult into school to meet with the headteacher.
- Send a warning letter, reminding the adult about the expectations in this policy.

- Contact the appropriate authorities.
- Ban the adult from the school site for a fixed period of time.

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.

We trust that parents and carers will assist our school with the implementation of this policy and we thank you for your continuing support of the school.

PARENT/CARER COMMUNICATION

Ensure that all such communications are **calm, polite** and you are always mindful of the right of the recipient to be treated with **respect**.

When speaking with any member of the school community it is entirely inappropriate to raise your voice, use language that is disrespectful, rude, offensive, aggressive or threatening.

Offensive language and swearing on the school premises are not tolerated and may result in exclusion of the adult from the premises.