

Barford St. Peter's C.E. (V.A.) Primary School

Together we love; together we learn



Parent Conduct & Behaviour Expectations Policy

Date adopted: October 2025

Review date: October 2027

Introduction

Barford St Peter's is committed to ensuring that the school grounds, school buildings, and surrounding areas are a safe and calm environment for children and their families.

Aims and Principles of the Policy

This Policy aims to:

- Ensure that relationships between school staff, governors and parents remain positive and mutually respectful, in the best interests of the children.
- Outline behaviours which are unacceptable in, on or around the school grounds.
- Explain clearly the school's expectations around acceptable communication to staff and governors.

This policy should be read in conjunction with the school complaints policy and the home/school agreement on parental use of social media and internet sites.

These policies are available to view on the school website under 'Key Information - Policies'.

Communication

All communication between parents, school staff and governors should be calm, polite and respectful.

Emails

Parents are able to email class teachers via the class email addresses which are provided on the school curriculum letters. Teachers will endeavour to respond to emails from parents within 2 working days. Teachers are not expected to respond to emails during the day whilst they are teaching.

To contact the school SENCO Lucy Rose, parents are able to use the email address sendco@barfordstpeters.co.uk. Mrs Rose works on Tuesdays, Wednesdays, Thursdays and Fridays and will not respond outside of these days.

To contact the Head Teacher, parents should use the email address admin3587@welearn365.com

If parents wish to raise a safeguarding concern or formal complaint about the Head Teacher, the school complaints procedure must be followed. The chair of governors will not respond to communication from parents unless the complaints procedure has been followed appropriately.

The volume and content of emails to any member of staff or governor must be **reasonable** and **respectful**. Emails must not use profanity, or contain libellous, defamatory, offensive, or directive comments. Any emails which do not adhere to this will not be replied to.

Face to Face Communication

Most teachers are available to pass on short messages during the morning drop off. However, teachers must not be expected to hold ad-hoc or lengthy meetings either at the beginning or end of the school day. Parents must make an appointment if they wish to meet with their child's class teacher, which the school will arrange within 5 working days.

Parents are able to make an appointment to speak to the Head Teacher via the school office. The school aims to arrange a meeting with a parent or parents within 5 working days.

Face to face communication with any member of staff must be respectful, polite and calm. Meetings will be terminated if a parent behaves in a way which is aggressive, rude or disrespectful.

Telephone Communication

Parents are able to telephone the school office during the hours of 8.15am to 3.15pm. Outside of these hours, parents are able to leave a message which will be responded to within 24 hours.

When calling school, language and tone must be reasonable and respectful. Parents must not use profanity, or speak in a way which is defamatory or offensive. Any telephone contacts that do not adhere to this will be terminated.

Parent Behaviour

Parents are expected to behave in a calm, respectful and kind manner whilst in school or on the school grounds. In order to ensure a safe environment for children, parents must not:

- Behave in an aggressive way towards other children, parents or members of staff. This includes shouting, swearing or disrespecting personal boundaries.
- Behave in a way which is intended to intimidate a child or a parent.
- Bring dogs onto the school grounds.
- Smoke or vape on the school grounds or just outside the school grounds, including the paddock area or path outside the front of school.
- Park on the zigzag lines or in a way which would cause children to be unsafe.

Actions to be taken by School

If a parent breaches the expected behaviour standards outlined above, the school reserves the right to the following courses of action:

1. Stopping responding

If a parent continues to contact the school in a disruptive way, Barford St. Peter's C.E. (V.A.) Primary School reserves the right to:

- Give the parent a single point of contact via an email address;
- Limit the number of times the parent can make contact, such as a fixed number per term;
- Ask the parent to engage a third party on their behalf, such as Citizens Advice;
- Stop responding to the parent.

Where a decision is made to stop responding to communication, we will inform the individual that we intend to do so. In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from our school site.

2. Barring from school premises

School premises are private property and therefore any individual can be barred from entering the premises, from all or part of the school premises. If an individual's behaviour is cause for concern, the head teacher can ask the individual to leave the premises.

The head teacher will notify the parties involved in writing, explaining that their implied licence for access to the premises has been temporarily revoked and the reasons why, subject to any representations that the individual may wish to make. If the school refers this to Warwickshire Legal Services, they will write to the parents on the school's behalf.

The individual involved will be given the opportunity to formally express their views regarding the decision to bar them. This decision to bar will be reviewed by the chair of governors or a committee of governors, considering any discussions following the incident.

If the decision is made to continue the bar, the individual will be contacted in writing, informing them of how long the bar will be in place, they will also be informed of when the decision will be reviewed.

Anyone wishing to make a complaint regarding a barring order can do so in writing, including email, to the head teacher or chair of governors.

Social Media Use

Parents should raise any concerns around school policy, procedures or staff with the school. It is not acceptable or helpful for parents to discuss complaints publicly via social media including, but not limited to, Facebook, Instagram, WhatsApp and X (formally Twitter).

Inappropriate Use

Barford St. Peter's expects all parents to use social media positively and respectfully. As such parents should never:

- Post or share images or videos of children or staff without consent.
- Make defamatory, offensive, or inflammatory comments about staff, senior leaders, governors, children or other members of the school community.
- Discuss complaints publicly on platforms like Facebook, Instagram, WhatsApp, or X (formerly Twitter).
- Share racist, sexist, extremist, or threatening content, or any content likely to offend other members of the school community, including in class whatsapp groups.

Reporting Inappropriate Behaviour or Social Media Use

Parents should report concerns by emailing the school office admin3587@welearn365.com or arranging to meet with a member of senior leadership team.

School Response to Breaches

Initial Steps

The school will attempt to resolve issues raised through discussion with the parents involved. In the first instance, parents may be asked to remove inappropriate content online.

Further Actions

Following on from discussion with parents, a written warning may be issued and legal advice may be sought. If the school deems there to be a risk to children or staff, police involvement may be pursued. The school may also report inappropriate content to social media providers.