



Code of Conduct Parents/Carers and School Visitors

This document is reviewed at least annually by L. Collins, Headteacher or as events change or legislation requires. This is then approved by the Governing Board.

The Governors have the skills to support and advise the school in its decision making.

Reviewed July 2026

Updated July 2026

Next review due: July 2027

Code of Conduct for Parents¹ and Visitors

At Heathfield Knoll School, we are very proud and fortunate to have a dedicated and supportive school community. At our school, the staff, the Governors and parents alike all recognise that the education of our children is a partnership between all parties.

As a partnership, we recognise the importance of solid working relationships to equip all of our children with the necessary skills for adulthood. For these reasons, we will continue to welcome and encourage parents to participate fully in the life of our school.

The purpose of this policy is to remind all parents and visitors to Heathfield Knoll School of the expectations regarding their conduct while on school premises.

We understand that everyday frustrations can cause misunderstandings and harm our relationships. We believe it is essential that we all remain committed to constructively resolving difficulties through open, positive dialogue.

Our school already has a Code of Conduct for all our staff and volunteers. This Code for Parents is aimed at the wider school community so that we all share a common expectation and understanding of behaviour. Whilst we appreciate that incidents are extremely rare, it is essential to clarify the types of behaviour that we may find unacceptable and the actions we may take in response.

Behaviour that will not be tolerated:

- **ZERO Tolerance** – our employees have the right to be treated with dignity and respect at all times. They should be able to do their jobs without being physically or verbally abused.
- Disruptive behaviour which interferes or threatens to interfere with any of the school's normal operations or activities anywhere on the school premises.
- Any inappropriate behaviour on the school premises.
- Using loud or offensive language.
- Threatening a member of staff, visitor, fellow parent or student.
- Damaging or destroying school property.
- Sending abusive or threatening emails, text/voicemail/phone messages or other written communications (including via social media) to anyone within the school community.
- Defamatory, offensive or derogatory comments regarding the school or any of the students/parents/staff or the Governors at the school on social media (See Appendix 1 for more details)
- The use of physical, verbal or written aggression towards another adult or child (This includes physical punishment of a parent's own child on school premises).
- Any language or actions which breach our commitment to Equality and Diversity, for example, but not exclusively, sexist, racist or homophobic comments/actions.
- Smoking, vaping, taking illegal drugs or consuming alcohol on school premises (Alcohol may only be consumed during authorised events).
- Dogs on school premises (other than assistance dogs).

¹ For ease of reading, the term "parent" has been used throughout the document to include parents, legal guardians and full-time carers

Should **any** of the above occur on school premises or in connection with school, the school may take legal advice and consider banning the offending adult from entering the school premises altogether.

What happens if someone ignores or breaks the Code?

In the event of any parent or visitor breaking this Code, then proportionate actions will be taken as follows:

In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will be referred to the Police. This will include any harassment², threats of violence and actual violence to any child, staff or governor at the school. In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the school will refer the matter to its solicitor for further action.

In cases where the Code of Conduct has been broken but the breach was not libellous, slanderous or a criminal matter, then the school will invite the parent to a meeting to try to resolve the issue. If the parent refuses to attend the meeting, then the school will write to the parent and ask them to stop the behaviour, advising that failure to do so could result in a ban from the school premises³.

Complaints

This Code of Conduct does not prevent parents from raising a legitimate complaint.

In most cases, we hope that all complaints and concerns can be resolved through open dialogue with teachers or other staff members as appropriate.

Where parents are not satisfied with the responses they receive, they may follow the Complaints Procedure as outlined in our School Complaints Policy. This information is available on the school's website or can be requested in hard copy from the school office.

Issues of conduct with the use of Social Media

Think before you post

We ask that social media, whether public or private, not be used to express negative views about the school, its staff, parents, or students.

We take inappropriate use of social media by a parent to publicly humiliate or criticise another parent, student or member of staff very seriously and will take action when appropriate.

² This could take the form of insulting social media postings or any form of social media cyberbullying.

³ In more serious cases, a ban may be introduced without having to go through all of the above steps. Site bans will normally be of limited duration in the first instance

If parents have any concerns about their children at school, they should:

1. Initially, contact the child's Form Tutor.
2. If the concern remains, they should contact the Head of the Key Stage
3. If the concern remains, they should contact the Deputy Headteacher or Headteacher
4. If still unresolved, follow the Complaints Procedure (on the school website).

Online activity which we consider inappropriate:

- Identifying or posting images/videos of students
- Abusive or personal comments about staff, students or other parents
- Bringing the school into disrepute
- Posting defamatory or libellous comments
- Emails circulated, or sent directly, with abusive or personal comments about staff or students
- Using social media to publicly challenge school policies
- Using social media to discuss issues about individual children
- Threatening behaviour, such as verbally intimidating staff, or using bad language
- Breaching school security procedures

At our school, we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above.

Amendments to the Code of Conduct

18/07/22	Reviewed and no changes were made	L.Collins
28/08/23	Names updated	L.Collins
27/03/24	Changes Local Advisory Board to Governors	T.Stooksbury
16/07/24	Minor changes regarding the complaints process.	L. Collins
07/10/24	Company name change	T.Stooksbury
07/06/25	Yearly updates - Addition of zero tolerance	L. Collins
18/07/26	No updates needed	L. Collins