FEDERATION OF GORING AND STOKE ROW CHURCH OF ENGLAND PRIMARY SCHOOLS

PARENTS, CARERS AND VISITORS CODE OF CONDUCT POLICY

Policy reviewed and agreed by:	Teaching, Learning and Inclusion Committee
Date:	November 2026
Next review:	November 2029

For the purposes of this policy, the term "school" refers to either Goring CE Primary School or Stoke Row CE Primary School, as applicable in the context in which the policy is being read.

At The Federation of Goring and Stoke Row Church of England Primary Schools' we are very proud and fortunate to have a very dedicated and supportive school community. At our school the parent body, staff, governors, parents and carers alike all recognise that the education of our children is a partnership process between all these parties.

As a partnership, we are all aware of the importance of good working relationships and all 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 and carers to participate fully in the life of our school.

The purpose of this policy is to provide a reminder to all parents, carers and visitors to our school about the expectations around their conduct in connection with our school.

We understand that everyday frustrations can cause misunderstandings and have a negative impact on our relationships. Establishing where this happens, that we remain committed to resolving difficulties in a constructive manner through open positive dialogue is, however, essential.

In this way we can continue to flourish and progress to achieve, in an atmosphere of mutual understanding.

Our school already has a code of conduct for all our employees but this code is aimed at the wider

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school community so that all can see and understand the expectations on the behaviour of all visitors or those connected with the school. The policy aims to clarify the types of behaviour that will not be tolerated and seeks parental sign up to these expectations. The policy also sets out the actions the school can take should this code be ignored or where breaches occur.

1 Behaviour that will not be tolerated:

- Disruptive behaviour which interferes or threatens to interfere with any of the school's normal 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 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 (including social media) to anyone within the school community.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff/governors at the school on Facebook or other sites (See Appendix 1 for more details)
- The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of 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 an 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 school premises. (Alcohol may only be consumed during authorised events)

Should **any** of the above occur on school premises or in connection with school, the school may feel it is necessary to take action by contacting the appropriate authorities and/or sadly, consider banning the offending adult from entering the school premises altogether. Thank you for abiding by this policy in our schools. Together we create a positive and uplifting environment not only for the children but also all who work and visit our schools.

Please note: can parents/carers please make sure all persons collecting their children are aware of this policy.

2 What happens if someone ignores or breaks the code?

In the event of any parent/carer or visitor of the school breaking this code then proportionate actions will be taken as follows;

In cases where unacceptable behaviour is considered to be a serious and potentially criminal matter the concerns will in the first instance be referred to Thames Valley 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 any form of insulting social media post or any form of social media cyber bullying. In cases where evidence suggests that behaviour would be tantamount to liable or slander then the school will refer the matter to the County Councils Legal Team for further action. In cases where the code of conduct has been broken but the breach was not libelous, slanderous or a criminal matter, then the school will send out a formal letter to the parent/carer with an invite to a meeting.

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If the parent/carer refuses to attend the meeting then the school will write to the parent/carer and ask them to stop the behaviour causing the concern and warn that if they do not they may be banned from the school premises. If after this behaviour continues the parent/carer will again be written to and informed that a ban is now in place.

Note:

1. a ban from the school can be introduced without having to go through all the steps offered above in more serious cases.
2. Site bans will normally be limited in the first instance.

Complaints

This code of conduct does not prevent parent/carers from raising a legitimate complaint in an appropriate fashion.

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

Where you are not satisfied with responses received however, we would ask that you then follow the complaints procedure as laid out in our school Complaints Policy. This is available on the school's website but if you would prefer please contact the school office and we can arrange for a hard copy to be made available.

3 Issues of conduct with the use of Social Media

Most people take part in online activities and social media. It's fun, interesting and keeps us connected.

There are various online school groups managed by parents for parents, such as class Facebook pages and WhatsApp groups, and they can be a wonderful source of knowledge, support and advice. We encourage you to positively participate if you wish.

Within these spaces however we ask that you use common sense when discussing school life online.

Think before you post

We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents or pupils.

We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, pupil or member of staff.

If parents have any concerns about their child in relation to the school as we have said above they should:

- Initially contact the class teacher
- If the concern remains they should contact the head teacher
- If still unresolved, the school governors through the complaints procedure

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They should not use social media as a medium to air any concerns or grievances.

Online activity which we consider inappropriate:

- Identifying or posting images/videos of pupils without their permission
- Abusive or personal comments about staff, pupils or other parents
- Bringing the school in disrepute
- Posting defamatory or libellous comments
- Emails circulated or sent directly with abusive or personal comments about staff or pupils
- Using social media to publicly challenge school policies or 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. We will deal with any reported incidents appropriately in line with the actions outlined in Section 2 above.

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