Parent Conduct Policy

Updated September 2026

Purston Infant School
Parent Conduct Policy

1. Our Commitment

At Purston Infant School, we greatly value the positive relationships we have with our parents and carers. We recognise that working in partnership with families is essential to supporting children's learning, wellbeing and development.

We provide a range of opportunities for parents and carers to be involved in school life, including parents' evenings, assemblies, celebrations, school events and regular communication. Important information is also shared through our usual school communication channels and website.

We want Purston Infant School to be a welcoming, safe and respectful environment for everyone. This includes our children, staff, parents, carers, governors and visitors.

This policy sets out the standards of behaviour we expect from parents and carers when communicating with or visiting school. Its purpose is not to prevent parents from raising concerns.

We actively encourage parents to speak to us when something is worrying them. Concerns should be raised and addressed calmly, respectfully and through the appropriate channels.

2. Our Aim

We expect all members of our school community to:

- communicate in a polite, respectful and courteous manner;
- treat children, staff, parents, carers and visitors with dignity and respect;
- work constructively with school to resolve concerns;
- behave in a way that supports a safe and positive environment for our children;
- model the behaviour and language we want our children to learn.

As an infant school, we believe adults have a particularly important responsibility to model respectful relationships, appropriate language and positive ways of resolving disagreements.

3. Raising a Concern

We recognise that parents and carers will sometimes have questions, worries or concerns. We want these to be raised with us so that we have an opportunity to resolve them.

Where appropriate, parents and carers should follow these steps:

- Speak to the class teacher in the first instance.
- If the issue cannot be resolved, request a meeting with the appropriate member of the Senior Leadership Team.
- If the matter remains unresolved, request an appointment with the Headteacher.
- If a satisfactory resolution cannot be reached, follow the school's Complaints Procedure, available from the school office or school website.

Depending on the nature or seriousness of the concern, it may not always be appropriate or necessary to follow each stage in order. Concerns relating to safeguarding should be reported to the school's Designated Safeguarding Lead without delay.

4. Expected Behaviour

When on school premises, attending school events or communicating with school in person, by telephone, email, messaging systems or online, we expect parents and carers to:

- be polite and respectful;
- communicate calmly, even when raising a concern or complaint;

- respect the professional role and judgement of school staff;
- allow reasonable time for staff to investigate and respond to concerns;
- respect the privacy and confidentiality of children, families and staff;
- follow school procedures for raising concerns and complaints;
- avoid discussing sensitive or contentious matters in front of children;
- follow reasonable requests made by school staff in relation to safety and safeguarding.

5. Unacceptable Behaviour

Purston Infant School will not tolerate behaviour that causes, or is likely to cause, children, staff, parents, carers or other members of our school community to feel threatened, intimidated, harassed, distressed or unsafe.

Examples of unacceptable behaviour include, but are not limited to:

- shouting or speaking aggressively to staff, children, parents or carers;
- swearing, offensive language or personal insults;
- threatening, intimidating or abusive language or behaviour;
- any form of physical aggression or violence;
- inappropriate physical proximity or behaviour intended to intimidate another person;
- aggressive or offensive gestures;
- discriminatory, derogatory or abusive comments;
- persistent or unreasonable communication about the same issue after it has been appropriately addressed;
- excessive telephone calls, emails or messages which interfere with the school's ability to carry out its work;
- emails, messages or correspondence that are abusive, threatening, insulting or persistently confrontational;
- making knowingly false or malicious allegations about members of the school community;
- aggressive or abusive behaviour towards other parents, carers or children;
- recording staff, children or other parents without appropriate permission where this infringes privacy, safeguarding or school expectations;
- publishing abusive, threatening, defamatory or inappropriate comments about individual members of the school community online;
- using social media or group chats to harass, threaten or target staff, children or other families;
- refusing to leave the school premises when reasonably requested to do so.

Legitimate concerns, complaints, disagreements or criticism of the school are not in themselves unacceptable behaviour. Parents and carers have the right to raise concerns. We expect this to be done respectfully and through the appropriate procedures.

6. Social Media and Online Communication

We ask parents and carers to use social media responsibly and to consider the impact that online comments may have on children, other families and members of staff.

Parents and carers should not use social media, messaging groups or other online platforms to:

- threaten, intimidate or harass others;
- make abusive or discriminatory comments;
- identify or discuss other people's children inappropriately;
- share confidential information concerning children, families or staff;
- encourage others to target or harass an individual.

Where parents have concerns about the school, we ask that these are raised directly with us, giving the school an opportunity to listen, investigate and respond.

7. School Response to Unacceptable Behaviour

The school's response will depend on the nature, seriousness, frequency and impact of the behaviour. Wherever possible and appropriate, we will seek to resolve issues informally.

- **Informal Reminder**

A member of staff or senior leader may explain that the behaviour is unacceptable and remind the parent or carer of the expectations within this policy.

- **Formal Warning**

Where behaviour continues or an incident is sufficiently serious, the school may issue a written warning setting out the behaviour causing concern, the expectations for future communication or conduct and possible consequences should the behaviour continue.

- **Communication Arrangements**

The school may put reasonable communication arrangements in place. For example, communication may be directed through a named member of staff, limited to agreed methods or dealt with through scheduled appointments.

- **Restricted Access**

Where appropriate, access to particular parts of the school premises or particular activities may be restricted.

- **Barring from School Premises**

In serious circumstances, the school may consider barring an individual from the school premises. Parents generally have an implied licence to enter school premises for purposes such as appointments, events and dropping off or collecting younger children. Where barring is considered, the individual should normally be informed in writing and given an opportunity to present their side before a final decision is made.

- **Police or Other Authorities**

Where there is an immediate threat to safety, suspected criminal behaviour or another sufficiently serious incident, the school may contact the police or other appropriate authorities. The school may also seek advice from the Local Authority or legal advisers where appropriate.

8. Incidents on School Premises

If a parent or carer behaves in an abusive, aggressive, threatening or intimidating manner on school premises, they may be asked to stop the behaviour and/or leave the premises immediately.

The overriding priority will always be the safety and wellbeing of our children, staff and wider school community.

School premises are private property and there is no automatic right for members of the public to enter. Parents usually have an implied licence to enter for specific purposes, such as dropping off or collecting younger children, attending appointments and attending school events.

Section 547 of the Education Act 1996 makes it a criminal offence for a person who is on school premises without lawful authority to cause or permit a nuisance or disturbance. Where necessary, the school may seek police assistance or other appropriate support.

9. Maintaining Children's Education

Any disagreement between adults should have as little impact as possible on the child. Where communication or access restrictions are necessary, Purston Infant School will seek to establish appropriate arrangements so that:

- important information about the child can continue to be shared;
- the parent or carer can continue to engage appropriately with their child's education;
- safeguarding information can be communicated;
- the child is not drawn into the disagreement between adults.

Being subject to communication or site restrictions does not remove a parent's responsibility for ensuring their child attends school and arrangements are made for their child to arrive and be collected safely.

10. Equality and Reasonable Adjustments

Purston Infant School recognises that some parents and carers may require reasonable adjustments to help them communicate effectively with school or access school procedures. Where appropriate, the school will consider individual circumstances and reasonable adjustments when applying this policy. However, reasonable adjustments do not mean that abusive, threatening, violent or intimidating behaviour is acceptable.

11. Our Shared Responsibility

Purston Infant School is committed to treating parents and carers with courtesy, professionalism and respect, and we ask for the same approach towards our staff and wider school community. By working together and modelling calm, respectful communication, we help our children learn how to listen, disagree appropriately, solve problems and treat others with kindness and respect.

12. Monitoring and Review

The Headteacher and Governing Body will monitor the implementation of this policy. The policy will be reviewed annually, or earlier where there are changes to relevant guidance or legislation.

Related Documents and Guidance

- Purston Infant School Complaints Procedure
- Purston Infant School Safeguarding and Child Protection Policy
- Department for Education: Controlling access to school premises
- Education Act 1996, Section 547

Policy Status: Recommended

Approved By:
Headteacher: G.Bedford
Chair of Governors: A.Barnaby
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