



Implementation Date	September 2026
Review Date	September 2029
Reviewer	Liam Donovan

Code of Conduct for Parents, Carers and Visitors

This Code of Conduct is an agreement between the Parent, Carer, Visitor and Longwood School and Nursery.

At Longwood, we are very proud and fortunate to have a very dedicated and supportive school community. At our school, the staff, proprietors, parents and carers all recognise that the education of our children is a partnership between us.

The purpose of this code of conduct is to provide the expectations around the conduct of all parents, carers and visitors connected to our school.

We expect everyone in our school community to respect our school ethos, keep our school tidy and set a good example of their own behaviour on school premises and offsite. In particular, we expect parents and carers to:

- Respect the caring ethos of Longwood
- Understand that parents and teachers need to work together for the benefit of the children
- Demonstrate in their own behaviour that all members of the school community should be treated with respect and understand that even if there is a conflict due to a member of staff's oversight, parents must remain calm and respectful
- Approach school staff to help resolve issues
- Work with the school to build relationships with its staff
- 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 their own child's behaviour, especially where it could lead to conflict
- Avoid using staff as threats to admonish children

In addition, we also expect our parents, carers and visitors to keep our children safe by adhering to the school's request to park safely outside the school gates during morning and afternoon collections. Parking on the yellow hatched lines is not allowed.

As a partnership, we are all aware of the importance of good working relationships and all recognise the importance of these relationships to equip our children with the necessary skills for their education. For these reasons we will continue to welcome and encourage parents and carers to participate in the life of our school.

We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. However, we understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships. Where issues arise or misconceptions take place, please contact your child's teacher, who will be available to meet with you and go through the issue and hopefully resolve it. If necessary, if you feel that the issue has not been resolved, you can request a meeting with the head teacher. Where issues remain unresolved, please follow the school's complaints procedure. This is available on the school website or a copy can be requested from the school office.

This code aims to clarify the types of behaviour that will not be tolerated and seeks parental agreement to these expectations.

The code of conduct also sets out the actions the school can take should this code be ignored or where breaches occur.

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;
- Use of mobile phones on school premises;
- Using loud or offensive language or displaying temper;
- Threatening in any way, a member of staff, visitor, fellow parent/carer or child;
- 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/proprietors at the school on Facebook or other sites;
- 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 another parent or 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);
- Entering the school premises under the influence of drugs or alcohol;
- Smoking, taking illegal drugs or the consumption of alcohol on school premises. (Alcohol may only be consumed during authorised events);
- Bringing dogs on to the school premises (other than guide dogs). Dogs may be brought into the carpark if in a car, but are not to be taken out of a car.

In addition to the above, requests from parents that a child be moved to a higher academic level/group will not necessarily be agreed. The class teacher makes all final decisions about the suitability of work for all children.

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 or consider banning the offending adult from entering the school premises.

It is important for parents and carers to make sure any persons collecting their children are aware of this policy.

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 the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will in the first instance be referred to the Police. This will include any or all cases of threats or violence and actual violence to any child, staff or proprietor 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 posts or any form of social media cyber bullying. In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the school will refer the matter to their Legal Team 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 send out a formal letter to the parent/carer with an invitation to a meeting.

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.

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.

The Friends of Longwood has a Facebook page which allows parents to receive and respond to messages about school events. Many of the classes have a WhatsApp group. 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 children.

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

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

1. Initially contact the class teacher
2. If the concern remains they should contact the Headteacher
3. If still unresolved, they should use the complaints procedure.

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 children;
- Abusive or personal comments about staff, proprietors, children 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 children;
- Using social media to publicly challenge school policies or discuss issues about individual children or members of staff;
- 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.

Thank you for abiding by this code in our school and for your cooperation to ensure all pupils, parents and staff at Longwood School and Nursery remain happy, confident and successful.