



# Parent Conduct Policy

<b>Governor Committee Responsible:</b>		<b>Staff Lead(s):</b>	Co-Headteacher Hannah Williams
<b>Status</b> <i>(Statutory / Advisory)</i>	Advisory	<b>Review Cycle</b>	Bi-Annually
<b>Last Review</b>	January 2026	<b>Next Review Date</b>	January 2028
<b>Chair of Governors</b>	Mike Adlam <a href="mailto:chair@finlay.glos.sch.uk">chair@finlay.glos.sch.uk</a>		



# Finlay Community School

**ASPIRE**

**BELONG**

**ACHIEVE**

Finlay Community School is a caring school which aims to create a learning environment where every child can **Aspire, Belong and Achieve**.

## 1. Purpose and scope

We believe it's important to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, staff and parents
- Model appropriate behaviour for our pupils at all times

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff and pupils through our Staff Conduct and Behaviour policies.

This code of conduct aims to help the school work together with parents by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as step-parents, grandparents or child-minders)

## 2. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school
- Work together with staff in the best interests of our pupils
- Communicate respectfully with staff at all times (in person, by phone or email)
- Approach staff calmly and courteously
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Allow time for staff to seek a solution to any issues which arise
- Correct their own child's behaviour (or those in their care), where it could lead to conflict, aggression or unsafe conduct
- Follow the school policies to help resolve any issues of concern



### 3. Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language
- Displaying a temper, shouting, raising their voices at members of staff, pupils or other parents
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms. This includes through the use of WhatsApp conversations/groups.
- Use of physical punishment against your child while on school premises
- Any aggressive or threatening behaviour (including verbally or in writing) towards another child or adult
- Disciplining another person's child – please bring any behaviour incidents to a member of staff, or if appropriate the child's parent
- Smoking (including vaping) or drinking alcohol on the school premises
- Possessing or taking drugs (including legal highs)
- Bringing animals onto the school premises (other than assistance animals – e.g. guide dogs or hearing dogs)

### Unacceptable Conduct During Telephone Communication

The school is committed to maintaining a safe, respectful, and professional environment for staff, pupils, parents, and carers. All parents and carers are expected to communicate with staff in a courteous and respectful manner, including during telephone conversations.

Where a telephone call becomes aggressive, abusive, or inappropriate, the school may take proportionate action to protect staff wellbeing and ensure effective communication. This may include:

- Staff attempting to de-escalate the situation by requesting calm and respectful communication.
- If the behaviour continues, staff may end the telephone call.
- In the event of an emergency or a safeguarding concern, the school will make contact with the parent/carer as appropriate.
- Incidents of this nature will be recorded in line with school procedures.



This approach is intended to be a **reasonable and proportionate response** to unacceptable conduct and does not prevent parents or carers from raising concerns through appropriate and respectful channels.

Where there are repeated or serious breaches of this policy, the school may consider further action in accordance with this policy and relevant guidance.

## 4. Reporting Conduct Concerns

If you have any concerns regarding the conduct of a member of public on school site, please do alert a staff member at the earliest convenience or email [admin@finlay.glos.sch.uk](mailto:admin@finlay.glos.sch.uk)

## 5. Breaching the code of conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent
- Invite the parent into school to meet with the Co-Headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Restrict the parent from areas of the school site and school activities. This is in line with DFE Guidance, [Controlling access to the School Premises](#).
- Seek advice from the local authority's legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Complete a multi-agency referral to the Children and Families Helpdesk if required.

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the Co - headteacher.

The Co-Headteacher will inform the Governors when making the decision to ban a parent from the school site.

For repeated incidents the school will seek advice from the Local Authority Legal Team.