

Whitchurch CE Federation

Parent Code of Conduct



Implemented

September 2026

Review date

September 2027

At Whitchurch CE Federation, we value the strong partnership between home and school and recognise that positive relationships are essential in supporting pupils' learning, wellbeing and achievement.

We are committed to maintaining a safe, respectful and inclusive environment for all members of our school community. This Code of Conduct outlines the standards of behaviour expected from parents, carers, visitors and other members of the community when interacting with the Federation.

This Code of Conduct should be read alongside:

- St Bart's Multi Academy Trust Complaints Policy
- Whitchurch CE Federation Child Protection and Safeguarding Policy
- Behaviour Policy
- Online Safety Policy
- Equality Policy
- Staff Code of Conduct

Our Shared Commitment

We ask all parents, carers and visitors to support our vision and values by:

- Treating all members of the school community with courtesy, dignity and respect.
- Working in partnership with staff to support children's learning and wellbeing.
- Following school procedures when raising concerns.
- Respecting the professional judgement of school staff.
- Supporting the Federation's values and ethos.
- Modelling positive behaviour for children.
- Helping to create a safe and inclusive environment for all.



Expected Standards of Behaviour

Parents, carers and visitors are expected to:

- Communicate with staff respectfully and appropriately.
- Make appointments where discussions are required.
- Respect the privacy and confidentiality of pupils, families and staff.
- Follow school procedures and security arrangements when on site.
- Work collaboratively with the school to resolve concerns.
- Respect decisions made in accordance with school policies and statutory guidance.

Unacceptable Behaviour

The Federation operates a zero-tolerance approach to abuse, aggression, harassment, discrimination or intimidation directed towards staff, pupils, governors, volunteers or other members of the school community.

Examples of unacceptable behaviour include:

- Shouting at, swearing at or verbally abusing staff.
- Aggressive, threatening or intimidating behaviour.
- Physical aggression, violence or assault.
- Discriminatory language or behaviour, including racist, sexist, homophobic, biphobic, transphobic or disability-related abuse.
- Deliberately damaging school property.
- Breaching school security procedures.
- Refusing to follow reasonable requests from staff.
- Recording staff, pupils or other parents without permission.
- Making malicious, vexatious or defamatory allegations.
- Repeatedly contacting staff in an unreasonable manner.
- Harassment or intimidation of staff, governors, volunteers, pupils or families.

This list is not exhaustive.



Online Conduct and Social Media

The Federation recognises that respectful communication applies equally to online interactions.

Parents and carers must not use social media, messaging platforms, community forums, websites or group chats to:

- Harass, threaten or intimidate members of the school community.
- Discuss individual pupils other than their own child.
- Publish defamatory, offensive or abusive comments.
- Share confidential school information.
- Make malicious or misleading allegations.
- Encourage hostility towards members of staff, pupils or families.
- Share photographs, videos or recordings of pupils or staff without permission.

Concerns about school matters should be raised directly with the Federation through the appropriate channels.

Raising Concerns

We encourage parents and carers to raise concerns at the earliest opportunity so that issues can be resolved quickly and positively.

Concerns should normally be addressed through:

1. The class teacher.
2. A member of the leadership team.
3. The Head of School and the Principal.

Where matters cannot be resolved informally, parents should follow the St Bart's Multi Academy Trust Complaints Policy.



Responding to Unacceptable Behaviour

Where behaviour falls below the expectations outlined in this Code of Conduct, the Federation may take proportionate action, including:

- Verbal reminders of expected conduct.
- Written warnings.
- Restricting communication to written correspondence.
- Arranging meetings through senior leaders only.
- Requiring appointments for contact with staff.
- Restricting access to school premises.
- Involving the Trust, Local Authority or Police where appropriate.
- Seeking legal remedies where necessary.

Any action taken will be reasonable, proportionate and in accordance with relevant legislation and Trust procedures.

Safeguarding and Staff Welfare

The Federation has a duty to safeguard pupils and promote their welfare.

We also have a responsibility to protect staff, governors and volunteers from bullying, harassment, abuse and intimidation.

Behaviour that compromises the safety, wellbeing or professional integrity of staff or children will be taken seriously and responded to appropriately.

Equality, Diversity and Inclusion

Whitchurch CE Federation is committed to equality, diversity and inclusion.

We expect all members of our community to respect protected characteristics under the Equality Act 2010 and to contribute to an environment where everyone feels safe, valued and respected.

Working Together

By working respectfully and collaboratively, we can ensure that Whitchurch CE Federation remains a safe, welcoming and supportive environment where every child can flourish.

