



Higher Failsworth Primary School

Parent/Carer Code of Conduct

2026

'Working towards an Education for Life.'

Date Adopted:	November 2019
Date of Review:	Spring 2026
Staff Member:	Mrs S Forster

Higher Failsworth Primary School Parent/Carer Code of Conduct

Mission Statement

Higher Failsworth Primary School is a caring and inclusive school which aims to create a stimulating learning environment where every individual has the opportunity to be the best they can be. We are committed to safeguarding and promoting the welfare of children and to creating a culture of respect, safety and collaboration across our whole school community.

Code of Conduct for Parents, Carers and Visitors

At Higher Failsworth Primary School we value our strong and positive relationships with parents, carers and visitors. Working in partnership enables us to achieve the very best outcomes for our children and supports their preparation for adulthood.

We actively welcome parents and carers to participate in the life of the school and recognise the vital role that families play in children's education. To ensure the best outcomes for children, relationships between home and school must be based on care, integrity, trust and mutual respect.

The maintenance of these relationships is essential to ensure that children are safe, feel secure, and are not exposed to undue distress or anxiety. This policy should be read alongside the school's Safeguarding and Child Protection Policy.

Legislative Context

This policy reflects current statutory guidance and legislation, including but not limited to:

- Education Act 2002
- Equality Act 2010
- Human Rights Act 1998
- UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018
- Protection from Harassment Act 1997
- Malicious Communications Act 1988 (as amended)
- Communications Act 2003
- Online Safety Act 2023
- Keeping Children Safe in Education (statutory guidance, latest edition)
- Health Act 2006 (smoke-free premises)

Guidance for Parents, Carers and Visitors

In line with the principles above, parents, carers and visitors are expected to:

- Respect the caring ethos, values and inclusive culture of the school.
- Work collaboratively with school staff in the best interests of children.
- Approach school staff calmly and appropriately to help resolve concerns or issues.
- Treat all members of the school community with courtesy, dignity and respect, using appropriate language and behaviour.
- Allow the school time to work with children to establish facts and clarify events before decisions are made.
- Support the school in addressing children's behaviour, particularly where actions could lead to conflict, unsafe or aggressive behaviour, both on and off the school premises.
- Avoid using school staff or the school itself as a threat to manage children's behaviour.

Unacceptable Behaviour

To support a peaceful, safe and respectful school environment, the school will not tolerate parents, carers or visitors engaging in the following behaviours:

- Disruptive behaviour that interferes with or threatens to interfere with school operations or activities, either on school premises or during school-related events.
- Any inappropriate or unsafe behaviour on school premises.
- The use of loud, offensive or abusive language, or displays of uncontrolled anger.
- Threatening, intimidating or harassing behaviour towards school staff, pupils, visitors or other parents/carers.
- Physical aggression or verbal abuse towards any adult or child, including physical punishment of one's own child on school premises.
- Deliberate damage to, or destruction of, school property.
- Sending abusive, threatening, defamatory or harassing emails, texts, voicemail messages, letters or other written communications to any member of the school community.
- Posting defamatory, offensive or derogatory comments about the school, pupils, parents or staff on social media platforms or other online forums.
- Approaching or challenging another child to discuss or reprimand them regarding an incident involving their own child.
- Smoking, vaping, the use of illegal drugs, or the consumption of alcohol on school premises (alcohol is permitted only at authorised school events).
- Bringing dogs onto school premises, with the exception of registered assistance dogs.

Social Media and Online Conduct

The school expects parents, carers and visitors to use social media responsibly and in a way that does not harm members of the school community.

The Online Safety Act 2023 and other relevant legislation recognise the serious impact that online abuse, harassment and harmful communications can have. Any concerns about the school or a child must be raised through appropriate school channels, in line with the school's Complaints Policy, rather than through public online platforms.

The school will not tolerate:

- Online harassment or abuse of staff, parents or pupils.
- The sharing of images, videos or information about pupils or staff without appropriate consent.
- Online behaviour that could constitute cyberbullying, harassment or hate-related conduct.

Breaches of the Policy

If any of the behaviours outlined in this policy occur, the school may take appropriate action, which may include:

- Requesting the individual to leave the school premises.
- Contacting relevant external agencies, including the local authority or the police.
- Restricting or banning an individual's access to school premises, in line with local authority guidance.

Any action taken will be proportionate, lawful and in the interests of safeguarding children and staff.

Responsibilities

Parents and carers are responsible for ensuring that anyone authorised to collect their child or attend school on their behalf is aware of and complies with this policy.

Appendix 1: Inappropriate Use of Social Networking Sites

Social media is increasingly used to express concerns or frustrations; however, using online platforms to criticise, harass or defame schools, staff, parents or pupils is unacceptable.

Concerns should be raised through appropriate school channels by contacting the class teacher, phase leader, Headteacher or Chair of Governors, where they will be addressed fairly and appropriately. Please refer to the school's Complaints Policy.

Libellous or Defamatory Content

Any parent, carer or pupil found to be posting libellous or defamatory comments about the school or members of the school community may be asked to remove such content immediately. The school may also report the content to the relevant platform and consider further action where appropriate.

Cyberbullying

Cyberbullying is treated as a serious safeguarding concern. Any online behaviour intended to humiliate, intimidate or harm another member of the school community will be addressed in line with the school's Behaviour, Anti-Bullying and Safeguarding Policies. The school may seek advice from external agencies or pursue legal options where necessary.

Together, by following this policy, we create a positive, respectful and safe environment for our children, staff, parents and visitors.