



## **Launde Primary School**

# **Parent and families code of conduct**

<b>Signed (Headteacher)</b>	Central copy held in school office
<b>Signed (Chair of Governors)</b>	

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## **1. Purpose and scope**

At our schools, we believe it is important to:

- Work in partnership with parents and families to support their child/children's learning
- Create a safe, respectful and inclusive environment for pupils, staff, parents, and families
- Always model appropriate behaviour for our pupils

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and pupils (through our behaviour policy).

This code of conduct aims to help the schoolwork together with parents and families by setting guidelines on appropriate behaviour.

We use the term 'parents' and 'families' to refer to:

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

## **2. Our expectations of parents and families**

We expect parents, families, 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
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful solution to all issues
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff 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, or shouting at members of staff, pupils or other parents/families
- 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
- Use of physical punishment against your child while on school premises
- Any aggressive 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's attention
- Smoking, vaping or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Bringing dogs or other pets onto the school premises (other than guide dogs or where express permission has been granted)

### **4. Use of social media, messaging apps and online conduct**

We recognise that social media, online forums and messaging applications can be useful tools for communication between families and school communities. However, inappropriate use of these platforms can cause significant harm to individuals, disrupt school operations, and undermine trust.

This code of conduct applies to all online activity relating to the school, its staff, pupils or wider community, including but not limited to:

- Social media platforms (e.g. Facebook, Instagram, X, TikTok)
- Messaging apps and group chats (e.g. WhatsApp, Messenger)
- Online forums, review sites and comment sections
- Emails, texts, and other electronic communications

## Expectations for online behaviour

Parents, families and carers need to:

- Communicate respectfully and professionally when discussing the school, its staff, pupils, or other families online
- Raise concerns or complaints directly with the school through appropriate channels, rather than online or via group messaging apps
- Avoid speculation, misinformation or sharing partial information that could damage reputations or cause distress
- Respect staff members' privacy and professional boundaries, including not contacting staff through personal social media accounts

## Online behaviour that will not be tolerated

The following behaviour is considered a serious breach of this code of conduct:

- Posting or sharing abusive, threatening, intimidating or demeaning content about staff, pupils, parents or the school
- Harassment or bullying of school staff through repeated messages, posts or coordinated online activity
- Creating or participating in private groups or messaging threads that target, ridicule or undermine staff or the school
- Sharing defamatory or false statements that may harm the reputation of the school or any individual
- Inciting others to complain or act aggressively towards staff or school leaders
- Recording, sharing or threatening to share conversations, images or videos involving staff without consent

## **5. Bullying and harassment of staff – legal position**

The school has a duty of care to protect staff from abuse, harassment and bullying, whether this occurs on site or online. Parents and carers should be aware that online behaviour may constitute a criminal or civil offence, even when messages are sent outside school hours or from personal devices.

Relevant legislation includes (but is not limited to):

- Protection from Harassment Act 1997  
A course of conduct that causes alarm or distress may be considered

harassment, including repeated online messages or posts targeting a member of staff.

- Communications Act 2003 (Section 127) and Malicious Communications Act 1988  
It is a criminal offence to send electronic communications that are grossly offensive, threatening, menacing, or intended to cause distress or anxiety.
- Online Safety Act 2023  
Introduces strengthened offences relating to threatening, false and harmful online communications and provides clearer routes for enforcement.
- Defamation Act 2013  
Publishing false statements online that seriously harm the reputation of an individual or organisation may lead to civil legal action.
- Equality Act 2010  
Online harassment related to a protected characteristic (such as disability, sex, race or religion) may constitute unlawful discrimination or harassment.

Freedom of expression does not extend to abusive or harassing behaviour, and criticism must be lawful, factual and appropriately raised.

## **6. Consequences of online misuse and harassment**

Where inappropriate online behaviour occurs, the school will respond proportionately but robustly. Actions may include:

- A formal written warning requiring the behaviour to cease immediately
- A request to remove online content or messages
- A ban from the school site or school events
- Referral to the Flying High Partnership central team for further action
- Reporting incidents to social media platforms or messaging providers
- Contacting the police or seeking legal advice where a criminal offence or civil harassment may have occurred
- Seeking injunctions or other legal remedies to protect staff wellbeing and safety

Repeated, coordinated or severe online abuse may result in immediate escalation.

## **7. Commitment to a respectful school community**

We expect all members of our school community to model respectful behaviour both offline and online. Children learn from the examples set by adults, and online hostility directed at schools or staff can have a significant impact on staff wellbeing and on pupils' sense of safety and belonging.

By working together constructively and raising concerns appropriately, we can ensure a supportive, respectful and inclusive environment for everyone.

## **8. 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 or other adult about the incident.

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

- Send a warning letter to the parent/adult
- Invite the parent/adult into school to meet with a senior member of staff or the headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the central team of the Flying High Partnership regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site

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 headteacher.

The headteacher will consult the chair of governors before banning a parent from the school site.