THE EDUCATION SPACE

BRITANNIA EDUCATION TRUST

Parent, Carer and Visitors Code of Conduct

2026

Approved By:	Linda-May Bingham (Trust CEO)
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Review:	As appropriate

Parent, Carer and Visitors - Code of Conduct

1. Welcome and Introduction

At Britannia Education Trust we are proud of the warm, supportive community we have built together. We know that when families and school work as genuine partners, children thrive. For these reasons we welcome and encourage parents and carers to participate fully in the life of our school.

This Code of Conduct sets out the standards of behaviour we ask everyone in our community to follow. Having clear expectations helps us all to keep Britannia Education Trust schools safe, positive and welcoming places for our children, families and staff.

2. Our expectations

2.1 General expectations on the school site

We want all children, families, staff and visitors to feel safe, respected and welcome at Britannia Education Trust schools. To support the smooth running of the school and maintain a positive environment for everyone, parents, carers and visitors are expected to:

- Bring children to school on time and collect them promptly at the end of the day.
- Follow local parking restrictions, which includes not parking on double yellow lines or in restricted areas near the school. Our parking guidance is in place to keep children safe.
- Keep the school environment tidy and free from litter.
- Wear appropriate clothing and footwear when on the school premises.
- Correct your child's behaviour where it could otherwise lead to conflict, aggressive or unsafe behaviour for themselves and others
- Follow any instructions given by school staff regarding access to the site, for example at events or during drop-off and collection.

2.2 Respectful communication

We ask parents, carers, visitors and staff alike to communicate with kindness and respect at all times. The way we speak to and about each other sets a powerful example for our pupils. In practice, this means:

- Speaking to all members of the school community (staff, other parents, carers and children) with courtesy and consideration.
- Keeping your tone calm and constructive, even when you are frustrated or worried.
- Not using offensive, abusive or threatening language, whether in person, by phone, by email or in writing.
- Avoiding aggressive body language or behaviour that could feel intimidating to others.

2.3 Working together to find solutions

If you have a concern or complaint, we genuinely want to hear from you. The best outcomes always come from working together, and we are committed to listening and responding fairly. We ask you to:

- Avoiding air concerns publicly (be it in person or online) to other parents, carers or members of the school community.

- Raise any concerns directly with the relevant member of staff in the first instance. In most cases, this will resolve the matter quickly and informally.
- Request a meeting or phone call at a mutually convenient time, rather than trying to discuss complex issues at the school gate during drop-off or collection.
- Approach conversations with an open mind, sharing your perspective while remaining willing to listen.
- Follow our Complaints Policy if a concern cannot be resolved through informal discussion. Copies of this policy are available from the school office or on our website.
- Contact the school office if you are unsure who to speak to. Our staff are always happy to point you in the right direction.

Please note, all emails to the school will be responded to within two working days. If you have an urgent matter, please telephone the school office directly.

2.4 Respecting staff decisions

Our staff are dedicated professionals who make decisions based on their knowledge, training and what they believe to be in the best interests of all children. We ask parents and carers to respect those professional judgements, even when you may not agree with them. If you disagree with a decision or policy, the right course of action is to:

- Ask to speak with the relevant member of staff to understand the reasoning behind the decision.
- Raise a formal concern via our Complaints Policy if you remain unhappy after that conversation.

We respectfully ask that disagreements with school decisions are not aired in front of children, as this can undermine their confidence and sense of security at school.

3. Behaviour that will not be tolerated

We have a duty to keep everyone in our school community safe. While the vast majority of interactions at our school are positive, we must be clear about the behaviour that is not acceptable on our premises or in any communication with the school.

3.1 A zero tolerance approach

The following will not be tolerated under any circumstances:

- Verbal aggression, threats, intimidation or harassment directed at staff, pupils, parents, carers or other visitors.
- Physical aggression of any kind, including towards children on the school site (this may constitute an assault and could have legal consequences).
- The use of derogatory, abusive, offensive or threatening language, whether spoken, written, or sent electronically.
- Behaviour that disrupts the running of the school, classrooms, or any school event.
- Damaging or destroying school property.
- Smoking, vaping, consuming alcohol or using illegal substances on the school site, or attending the school whilst under their influence.
- Recording video or audio of staff, pupils or other parents/carers without their consent.
- Sending abusive or threatening messages by any means, including email, text or social media.

- Approaching, confronting or challenging other pupils, parents or carers directly regarding any concerns, disagreements or incidents involving children. All such matters must be reported to the school and addressed through the appropriate school procedures.

Incidents of unacceptable behaviour will be reported to the appropriate authorities. Trustees have the power to ban individuals from the school premises where necessary to protect the safety and wellbeing of our community.

3.2 Equality, diversity, inclusion and respect

Britannia Education Trust schools are communities where every child and adult is valued equally, regardless of age, race, ethnicity, gender, religion, disability, sexual orientation or any other characteristic. We are committed to creating an environment that is inclusive, respectful and free from all forms of discrimination. We ask all parents, carers and visitors to join us in this commitment by:

- Treating every member of our school community with dignity and respect.
- Avoiding language or behaviour that is discriminatory, prejudiced or offensive in any way, including racist, sexist, homophobic or faith-based comments.
- Supporting the school's commitment to celebrating diversity and difference.
- Being mindful that children are always watching and learning from the adults around them.

Any behaviour that breaches our Equality and Diversity commitments will be treated seriously and may be reported to the appropriate authorities. As a reminder, Trustees have the power to ban individuals from the school premises where necessary to protect the safety and wellbeing of our community.

3.3 Social media and online conduct

Social media and messaging apps such as WhatsApp play an important role in how our community connects and we know that school-based parent groups can be a great source of support and information. However, they can also sometimes be the source of misunderstandings, rumour and upset. We ask everyone to follow these guidelines when communicating online:

- Do not post or share negative, offensive, defamatory or abusive comments about the school, its staff, other parents, carers or children on any social media platform or in any group messaging app.
- Do not use WhatsApp or other group chats to escalate concerns or complaints about the school. If you have a concern, please contact us directly so we can address it properly.
- Be aware that comments made online about individual members of staff could be considered defamatory or constitute cyber-bullying, and may have serious legal consequences.
- Do not share photographs or videos of children other than your own on social media without the express permission of their parent or carer.
- Remember that screenshots of private group conversations can be shared widely. Please think carefully before posting anything you would not want to see repeated publicly.

Please note, it is a criminal offence under the Education Act 2011 to publish information online that could identify a teacher who is the subject of an allegation of misconduct, until and unless they are formally charged or the Secretary of State publishes relevant information.

If we become aware of online content that targets the school or its staff, we will take appropriate action, which may include reporting content to the relevant platform, contacting the individual concerned, seeking legal advice or involving the police.

4. If this code of conduct is breached

Where a parent, carer or visitor breaches this Code of Conduct, we will always aim to respond in a proportionate and fair way. Depending on the nature and seriousness of the behaviour, the school may take one or more of the following steps:

- Ask the individual to stop the behaviour and offer the opportunity to discuss the matter calmly.
- Invite the parent or carer to meet with the Headteacher or a senior member of staff.
- Issue a formal written warning.
- Restrict the manner in which the individual may communicate with the school (for example, in writing only).
- Ban the individual from the school premises for a specified period. Any entry onto the site in contravention of such a ban where a nuisance is caused is a criminal offence under Section 547 of the Education Act 1996.
- Refer the matter to the police or seek legal advice, where behaviour is criminal in nature or presents an immediate risk to safety.

The education and wellbeing of any child involved will never be compromised as a result of action taken under this policy. Any restrictions placed on a parent or carer will be clearly communicated in writing, with reasons given, and will be subject to review.