



South Tyneside Council

The Sue Hedley Nursery School



Parent Code of Conduct

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Parent Code of Conduct

At The Sue Hedley Nursery School we are very fortunate to have supportive and friendly parents. Our parents recognise that educating children is a process that involves partnership between home and school and understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we welcome and encourage parents/carers to participate fully in the life of our school.

The purpose of this policy is to provide a reminder to all parents and visitors to our school about expected conduct so that we can work together to ensure a safe and positive school environment for our children.

At The Sue Hedley Nursery School 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 students, staff and parents
- Model appropriate behaviour for our students 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 (through the Staff Code of Conduct) and students (through our Behaviour Policy). 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 student
- Anyone caring for a child (such as grandparents or child-minders)
- Anyone representing the parent of a child.

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 students
- Maintain reasonable expectations for staff response to general communications (five working days)
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful and reasonable solution to all issues
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue
- 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, following up if an appropriate response has not been received.

Respect and concern for others and their rights

To truly create the best outcomes for children requires the relationship between home and school to be based on the principles of care, integrity, trust and mutual respect. The maintenance of this relationship is important to ensure that a child or children are safe and not open to undue distress and anxiety.

Parents, carers and visitors are reminded:

- To respect the caring ethos and values of the school
- That both teachers and parents need to work together for the benefit of the children.
- Approaching school staff for help to resolve an issue is done in an appropriate manner
- All members of the school community are treated with respect using appropriate language and behaviour.
- To reinforce the school policy on behaviour
- To respect the learning environment appropriately
- To park with consideration and respect for others when delivering and collecting children from school.

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
- Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent or student, regardless of whether or not the behaviour constitutes a criminal offence
- Displaying a temper, or shouting at members of staff, students or other parents
- Damaging or destroying school property.
- Abusive or threatening emails or text/voicemail/phone messages or other written communication
- Unreasonable demands upon school staff to respond to a parental query, or expectations for staff to communicate outside of normal working hours
- The school does not permit electronic recordings of meetings or telephone calls by parents or staff without the explicit prior permission of all involved, and in agreement with senior managers
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms (Please see Use of social media section below)
- 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 or drinking alcohol on the school premises
- Possessing or taking drugs (including legal highs)

Should any of the above behaviour occur on school premises, the school may take any of the following actions:

- Ending a meeting if this behaviour is displayed
- Not replying to communications that are offensive, abusive or derogatory
- Insist that the adult communicates with the school through one member of staff only
- Contact the appropriate authorities
- Consider banning the offending adult from entering the school grounds

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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.

Use of Social Media

Social media websites provide a means of communication between schools and parents. However we consider the inappropriate use of social media websites as unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels by speaking to the Head Teacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that a parent/carer of a child at our schools is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report a contact or activity which breaches this. The school will also expect that such comments are removed immediately.

We take very seriously the use of social networks to publicly humiliate another by inappropriate social network entry. The school will also consider its legal options to deal with any such misuse on social networking or other sites.

Thank you for your understanding and cooperation in abiding by this policy in our school. Together we create a positive and uplifting environment not only for the children but also all who work in, and visit our school.