



West Twyford

Primary School

West Twyford Primary School

Parent/ Carer Code of Conduct

Last reviewed on:	Autumn 2026
Next review due by:	Autumn 2027
Approved by:	FGB

At West Twyford Primary 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 pupils, staff and parents/ carers
- Model appropriate behaviour for our pupils at all times
- Have a positive sense of community with the shared aim of supporting our children

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 school work together with parents/ carers by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

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

Our expectations of Parents/ 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 pupils
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful, positive and reasonable 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 and to arrange this with the school.

Behaviour that will not be tolerated

- Disrespectful behaviour. This includes displaying a temper, or shouting at members of staff, pupils or other parents. Threatening, intimidating or harassing another member of the school community
- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language
- Sending abusive messages to another member of the school community, including via text, email or social media
- Taking photos/ videos or recording staff or other members of the school community without permission
- Publicising defamatory, offensive or derogatory comments about the school, its staff or any member of its community.
- Use of physical punishment against a child in their care while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult.

- Disciplining, or attempting to discipline, another person's child. This includes approaching other parents/ carers and speaking to other parents' children regarding issues which have taken place in school. This is often perceived as threatening and is unhelpful. Any behaviour incidents or concerns should be raised with school and school trusted to resolve these.
- Smoking, drinking alcohol or possessing or taking drugs on the school premises
- Bringing animals onto the school premises (other than guide dogs)
- Approaching staff outside school and outside of their working hours. Staff have the right to time off and it is not appropriate to ask them to explain or discuss issues in school when they are not on duty.

Breaching the code of conduct

West Twyford Primary School aims to resolve all conflicts and difficulties positively. However, in the case of breaches of the code of conduct, it will take action to protect staff and other members of the community.

If the school suspects, or becomes aware, that a parent/ carer has breached the code of conduct, the school will gather information from those involved and, where possible, speak to the parent/ carer about the incident.

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

- Send a warning letter to the parent
- Invite the parent into school to meet with a senior member of staff or the headteacher.
- Contact the appropriate authorities
- Seek advice from the local authority's legal team regarding further action
- Ban the parent from the school site

The school will 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. In the case that the Chair is not available, the headteacher will contact the Vice Chair, or another member of the governing body.

