

Testwood School Parent and Carer Code of Conduct Policy

Key Responsibility area:	TW
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Revision History

Version	Date	Amendments	Initials
1.0	14/05/25	New Policy	TW

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1. Purpose and scope

At Testwood School, we believe it's important to:

- Work in partnership with parent/carers to support their child's learning
- Create a caring, inclusive and ambitious environment for pupils, staff and parent/carers
- Model appropriate behaviour for our pupils 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 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 acknowledge that sometimes there can be situations that can be emotional and challenging for parent/carers and staff to work through. Nonetheless, we expect all our Testwood community to show mutual respect. We have clear expectations and guidelines on behaviour for all members of our community.

2. 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 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
- Communicate in a respectful and non-threatening manner with the aim of resolving any concerns effectively and amicably.

3. Communication with the school

We encourage clear, open communication with parent/carers as we believe it has a positive impact on students' learning. Strong communication provides parent/carers with the information they need to support their child's education and helps to build a partnership between home and school.

Communication with school can take the form of phone calls, face-to-face meetings or email contact. In all cases of communications with the school, where the parent/carer is not raising a formal complaint, the following guidance will apply:

- Face-to-face conversations are generally the best way of communicating with the school. Meetings with specific staff will generally need to be pre-arranged due to teaching or other commitments of the relevant staff

- Parent/carers should email or telephone to request an appointment with a relevant member of staff. The school will aim to arrange that meeting within 3 working days, where possible.
- Emailed communication is an effective way to communicate with the school. The school will aim to respond within 48 hours within the working week.
- We expect parents and carers to be respectful in their emails and refrain from using threatening language and aggressive tones.
- If a query or concern is time sensitive or urgent, the parent/carer should call reception (02380 862146). The receptionist will make a note of the key information and pass it on to the most appropriate person, as necessary, at the earliest opportunity. In most circumstances, teaching and leadership staff are unlikely to be available to receive calls due to teaching and other commitments however, if the matter is urgent, we will endeavour to get back to you as a priority.

Social Media

- The school will not respond to concerns raised via social media.
- Where the social media site is run by the school, comments will be removed if they do not meet the acceptable use criteria of the social media site.
- In the event that any student or parent/carer of a child/ren being educated at the school is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate bodies of the network site. The school will also expect that any parent/carer or student removes such comments immediately.
- Should the school be made aware of any physical threats or abusive behaviour towards staff members on social media, then the school will consider reporting this to the police and seek the removal of this content from the site.

4. 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 aggressive and forceful behaviour, or shouting at members of staff, pupils or other parent/carers
- 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
- 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
- Using banned substances on the school premises

5. Breaching the policy

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 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/carer
- Invite the parent/carer into school to meet with a senior member of staff or the headteacher
- Seek advice from the Testwood Trustees regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent/carer from the school site
- Contact the appropriate authorities

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 trustees before banning a parent/carer from the school site or taking further action.