

Parent/Carer Code of Conduct

Reviewed by: The Trust Board

Date of Policy: May 2026

To be reviewed: May 2027

Ridgeway Education Trust

Excellence Through
Partnership

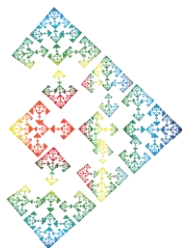


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Introduction

We are very fortunate to have supportive and respectful parent/carer bodies. Our parents/carers recognise that educating children is a process that involves partnership between parents/carers, teachers and the school community. Within this partnership, our parents/carers will 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 schools.

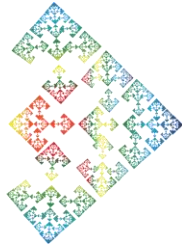
Purpose and Scope

The purpose of this policy is to provide a reminder to all parents/carers and visitors to our schools about the conduct we expect of them. This is so our schools and all those who work and learn in them can continue to flourish, progress and achieve together.

Guidance

We expect parents/carers and visitors to:

- Respect the expectations and values of our schools
- Understand that both school staff and parents/carers need to work together for the benefit of their children
- Demonstrate that **all** members of the school communities should be treated with respect and therefore set a good example in their own behaviour and conduct, especially in front of children
- Seek to clarify a child's version of events with the school's view in order to bring about a positive solution to any issue
- Correct their own child's behaviour, especially in public where it could otherwise lead to conflict, aggressive or unsafe behaviour
- Approach the school directly to help resolve any issues of concern, rather than posting on social media
- In the first instance, contact the main office to make an appointment so that queries can be shared with the appropriate member of school staff to help resolve any issues of concern.
- Use your own words when communicating with the school, as this helps ensure clarity and mutual understanding. AI/automated tools may be used as a support but are not a substitute



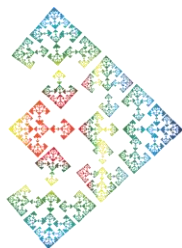
for clear and personal communication.

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/carers
- Threatening any member of the school community
- Sending abusive messages to another member of the school community, including via text, email or social media
- Sending excessive volumes of communications (whether manually written or generated using automated/AI tools) that place unreasonable demands on staff time and wellbeing, or using aggressive or threatening language in any form of communication
- Posting defamatory, offensive or derogatory comments about any of our schools, their staff or any member of the school community, on social media platforms
- Defamatory, offensive or derogatory comments regarding our schools or any of the students/parent/staff, at the school on any social media sites. (See Appendix 1). Any concerns parents/carers may have must be shared through the appropriate channels by speaking to the school, so they can be dealt with fairly, appropriately and effectively for all concerned
- The use of physical aggression towards another adult or child
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Approaching someone else's child or an adult in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences.)
- Smoking and consumption of alcohol or other drugs whilst on school property
- Bringing dogs or other animals onto the school premises (other than guide/service dogs)

Should **any** of the above behaviour occur on school premises then the school may contact the appropriate authorities and reserves the right to ban the offending adult from entering the school grounds.

We trust that parents and carers will assist our schools with the implementation of this policy and



we thank you for your continuing support. By working together respectfully, we can ensure the best outcomes for all children in our trust.