



# Code of Conduct for Parents and Zero Tolerance Policy

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| Adopted by Long Row Primary School on: | Date 22/07/2025                                      |
| This policy will be reviewed           | As policies, procedures and regulations are updated. |
| Version                                | 1                                                    |

## Code of Conduct for Parents

Long Row Primary School is a welcoming, supportive and inclusive school and it is important that all members of the school community work together. We wish to build a reputation to be proud of and we depend on the entire school community to help us maintain and improve our children's learning.

We want our parents and carers to be supportive and friendly. Our parents/carers need to 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 code is to provide a reminder to all parents, carers and visitors about expected conduct to ensure a safe and positive school environment for our children.

### Respect and Concern for Others and their Rights

Parents and carers are allowed on to school premises by permission of the school; this may be withdrawn if necessary. Members of staff will generally be available in the playground(s) at the end of the school day if any parents or carers want to speak to them. If this is not possible, parents can pass on messages for their child's teacher at the school gate at the start of the day or contact the school office to arrange a suitable time for a meeting. For security reasons, except when picking up children at the end of the school day, all parents, carers and visitors need to be let onto the premises by school staff and will need to sign in at the school office. The member of staff they are seeing will then come to the office to collect them. Parents, carers and other visitors are not allowed to walk around the school premises unescorted unless this has been agreed by a senior member of school staff.

We expect parents and carers to show respect and consideration for others by:

- allowing plenty of time so that children arrive ready for a punctual start to the school day, to avoid disruption to their own learning and that of the entire class;
- supporting the respectful ethos of the school by setting a good example in their own speech and behaviour towards all members of the school community both on school premises and in its immediate area;
- working together with all staff for the benefit of the children. We ask you to contact the school to deal with any issues of concern. The school will discuss and clarify specific events, issues and queries in order to bring about a positive solution; in the rare event that an issue cannot be resolved informally and a parent/carer wishes to lodge a complaint, there is a formal complaints procedure to be followed.
- by ensuring that feedback is kind, helpful and specific
- respecting the school environment, including keeping the school tidy by not littering;
- parking carefully, considerately and in good time for the safety of the children, yourself and all road users;

In order to support the ethos of our school, we will not tolerate:

- disruptive behaviour which interferes with teaching, learning or administration within the school
- using loud and/or offensive language or displaying temper;
- threatening, intimidating or aggressive behaviour towards another adult or child; some actions may constitute an assault with legal consequences.
- actions/comments causing mental & emotional abuse of staff
- abusive, threatening or damaging emails, phone, text or social media messages relating to the school;
- using tobacco, or being under the influence of alcohol or drugs on the school premises;
- damaging or destroying school property,
- the use of mobile phones on school premises during the school day, unless there are particular circumstances that make this essential and this has been agreed by a senior member of the school staff.

Governors may prohibit an offending adult from entering the school grounds to safeguard our school community. Adverse behaviour also may be reported to the Local Authority and police.

See our Zero Tolerance protocol in Appendix A

# Zero Tolerance Protocol

We understand that people can become angry when they feel that matters about which they feel strongly are not being dealt with as they wish.

If that anger escalates into aggression towards our staff, we consider that unacceptable.

We adopt a 'zero tolerance' approach to anti-social, abusive, aggressive or violent behaviour. Any person who is aggressive or abusive towards a member of staff or who damages the property may be reported to the police and be banned from school premises.

## Aggressive or abusive behaviour includes:

- Language (whether verbal or written) that may cause staff to feel afraid, threatened, offended or abused and may include threats
- Personal verbal abuse
- Derogatory remarks and rudeness
- Remarks of a racial or discriminatory nature
- Unsubstantiated allegations