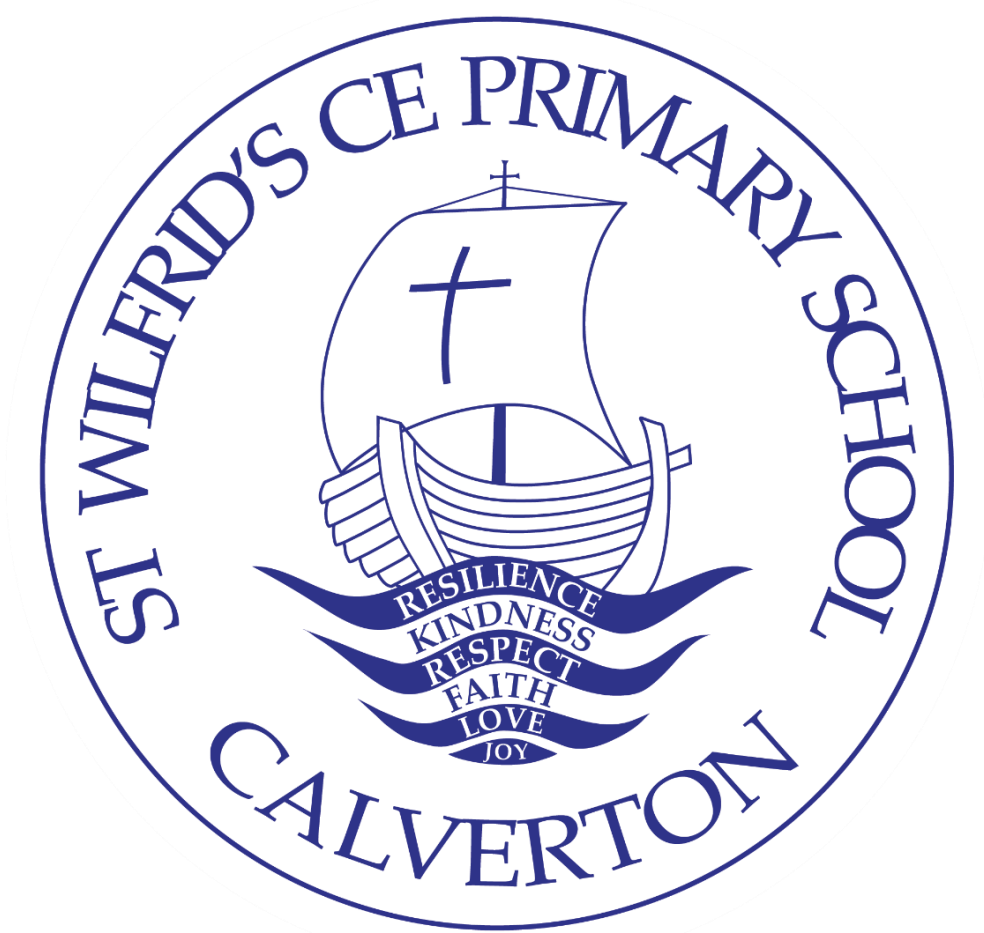




St Wilfrid's CE Primary School

Parent, Carer and Visitor Code of Conduct

Approved:	20 th July 2026
Next Review:	20 th July 2028

Introduction

At St Wilfrid's Church of England Primary School, we believe that children achieve their best when parents, carers and school staff work together in a spirit of partnership, trust and mutual respect.

Our Christian values of Kindness, Love, Faith, Respect, Resilience and Joy underpin all relationships within our school community. We expect everyone to contribute positively to a safe, inclusive and welcoming environment where every child can flourish.

This Code of Conduct sets out the standards of behaviour expected from parents, carers and visitors when engaging with the school, its staff, governors, volunteers, pupils and wider community.

Throughout this policy, the term parent includes parents, carers and any adult acting on behalf of a family.

Purpose

This Code aims to:

- Promote positive relationships between home and school.
- Support the safety and wellbeing of pupils, staff and visitors.
- Provide clear expectations for respectful behaviour.
- Outline how the school will respond to unacceptable conduct.

Expected Conduct

We ask all parents, carers and visitors to:

- Treat all members of the school community with courtesy and respect.
- Work in partnership with staff to support their child's education and wellbeing.
- Raise concerns through the appropriate channels, beginning with the class teacher wherever possible.
- Respect the professional responsibilities of school staff.
- Model positive behaviour and language for children.
- Park safely and considerately around the school site.
- Respect the privacy of all children and families.

Safeguarding

St Wilfrid's Church of England Primary School is committed to safeguarding and promoting the welfare of children.

Everyone visiting or engaging with the school has a responsibility to contribute to a safe environment.

Behaviour that intimidates, threatens or places pupils, staff or other members of the community at risk will not be tolerated and may result in immediate action.

Unacceptable Behaviour

The school will not tolerate:

- Abusive, offensive or threatening language.
- Aggressive or intimidating behaviour.
- Physical violence or threats of violence.
- Harassment, bullying or discriminatory behaviour.
- Disruptive behaviour that affects the safe operation of the school.
- Approaching or disciplining another person's child.
- Recording staff or meetings without permission.
- Smoking, vaping, illegal drug use or being under the influence of alcohol or drugs on school premises (except authorised events).
- Bringing dogs onto the school site, except registered assistance dogs.

Social Media

Parents and carers are expected to use social media responsibly.

The following are not acceptable:

- Posting photographs or videos of children other than their own without permission.
- Making abusive, offensive or defamatory comments about pupils, staff, governors or families.
- Sharing confidential school information.
- Using social media to pursue complaints that should be addressed through the school's Complaints Procedure.

The school reserves the right to request the removal of inappropriate content and, where necessary, report matters to social media providers, the Local Authority or the police.

Responding to Unacceptable Behaviour

The school will seek to resolve concerns fairly and proportionately. Depending on the seriousness of the behaviour, the Headteacher or senior leader may:

- Speak to the individual informally.
- Issue a verbal or written warning.
- End a meeting or conversation.
- Restrict communication to specified methods.
- Require appointments for visits to school.
- Withdraw permission for an individual to enter the school site.
- Seek advice from the Local Authority or Diocese.
- Contact the police where behaviour is threatening, abusive or violent.

Parents remain entitled to receive information regarding their child's education through appropriate communication arrangements.

Violence and Aggression Procedure

The safety of pupils and staff will always take priority.

If the Headteacher is on site

The Headteacher, or in their absence the Deputy Headteacher, will:

- Attend the incident if safe to do so.
- Assess the level of risk.
- Direct staff to move pupils away from the area if necessary.
- Instruct the individual to leave the premises.
- Contact the police immediately where violence, threats of violence or refusal to leave occurs.

If the Headteacher is not on site

The most senior member of staff present will assume responsibility and has full authority to:

- End the interaction.
- Contact emergency services.
- Direct staff to move children to safety.
- Implement any necessary protective measures.
- Inform the Headteacher and Chair of Governors as soon as practicable.

No member of staff requires permission to contact the police where they believe there is an immediate risk to the safety of pupils, staff or visitors.

Any incident involving violence, threats of violence, harassment, criminal damage or hate-related behaviour may result in an immediate ban from the school site and referral to the police.

Equality and Respect

St Wilfrid's Church of England Primary School is committed to equality, diversity and inclusion. Discrimination, harassment or victimisation on the grounds of any protected characteristic under the Equality Act 2010 will not be tolerated.

Monitoring and Review

This Code should be read alongside the school's Behaviour Policy, Complaints Procedure, Safeguarding and Child Protection Policy and Health and Safety Policy.

The Governing Body will review this Code every two years or sooner if required by changes in legislation or guidance.