

Abingdon Primary School



This school is an academy within The Legacy Learning Trust.



Parent Code of Conduct

Status & review	Term	Year
Last review date/Policy adopted	Autumn	2026
Next review	Autumn	2027
Lead	Mr A Cooper	

Statement of Intent

At Abingdon Primary School, we believe that children thrive when schools and families work together in a respectful, positive and trusting partnership.

Parents and carers play a vital role in supporting their children's education. We are committed to creating a welcoming, safe and inclusive environment where everyone is treated with dignity and respect.

All members of our school community—including pupils, staff, governors, volunteers, visitors and parents—have the right to feel safe. Behaviour that intimidates, threatens, harasses or abuses others will not be accepted.

This Code explains the standards of behaviour expected of parents and carers when:

- on school premises
- communicating with school staff
- attending school events
- representing the school online.

1. Legal Framework

This policy has due regard to relevant legislation including:

- Education Act 1996
- Education Act 2011
- Children Act 2004
- Equality Act 2010
- Health and Safety at Work etc. Act 1974
- Protection from Harassment Act 1997

It also reflects current statutory guidance including:

- Keeping Children Safe in Education (2025)
- DfE guidance on controlling access to school premises
- DfE guidance on complaints procedures

This policy should be read alongside the school's:

- Child Protection and Safeguarding Policy
- Complaints Procedure
- Behaviour Policy
- Photography Policy
- Social Media Policy
- Online Safety Policy
- Drug and Alcohol Policy
- Smoke-Free Policy

This updates and expands the legal section in your current policy.

2. Expectations of Parents and Carers

We expect parents and carers to:

- Treat everyone with courtesy and respect.



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- Support the school's values and ethos.
- Model positive behaviour for children.
- Raise concerns calmly through the appropriate channels.
- Respect staff professional judgement.
- Follow school procedures for drop-off, collection and visitors.
- Keep children safe by following safeguarding instructions.
- Respect school property and the local community.

These expectations retain your existing principles while modernising the language.

Supporting the Full Curriculum

We expect parents and carers to support their child's participation in:

- educational visits
- sporting events
- performances
- enrichment activities
- wider curriculum opportunities.

Where concerns arise, these should be discussed with staff respectfully rather than discouraging participation.

3. Communication with School

We recognise that difficult conversations sometimes need to happen.

Parents should:

- speak respectfully to staff
- allow reasonable time for responses
- use agreed communication channels
- avoid confronting staff during teaching time or during busy transitions such as the start or end of the school day.

The school aims to respond to enquiries within published timescales.

Concerns should first be discussed with the relevant member of staff. If this does not resolve your concern, parents should follow the school's Complaints Procedure.

4. Social Media and Online Conduct

Parents and carers must not:

- post abusive or defamatory comments about staff, pupils or families
- encourage online harassment
- share confidential school information
- post photographs or videos of other children without permission
- use WhatsApp or social media groups to target individuals
- record staff without permission except where permitted by law.

We encourage parents to remember that online behaviour can have real-world consequences for children, families and staff.



5. Unacceptable Behaviour

The following is a list of behaviour that will not be tolerated in or around the school:

Verbal abuse

- shouting
- swearing
- insulting language
- threatening remarks

Discriminatory behaviour

- racist comments
- sexist comments
- homophobic or transphobic abuse
- disability discrimination
- discrimination relating to protected characteristics

Intimidation

- aggressive gestures
- following staff
- intimidating behaviour
- harassment online or offline

Physical aggression

- pushing
- hitting
- spitting
- unwanted physical contact
- damaging property

Unsafe conduct

- smoking or vaping on site
- alcohol or illegal drugs on site
- unsafe driving
- entering restricted areas.

6. Photography and Recording

Parents must not photograph, film or record:

- pupils other than their own child
- staff carrying out their duties
- confidential meetings
- children playing outside

7. Managing Inappropriate Behaviour

Stage 1

- informal conversation
- reminder of expectations

Stage 2



- formal meeting
- written warning where appropriate

Stage 3

- restricted communication
- supervised visits
- involvement of external agencies

Immediate action

Where behaviour poses an immediate risk, the school may:

- ask the person to leave
- contact police
- take safeguarding action.

8. Restricting Communication

Where necessary, the school may:

- require communication through one named contact
- require written communication only
- limit contact to specific times
- arrange meetings with two members of staff present.

This protects staff while ensuring parents retain appropriate access.

9. Barring from School Premises

The Headteacher may, where necessary and proportionate to protect the safety, wellbeing and orderly operation of the school community, temporarily bar a parent or carer from entering the school premises. This may be necessary where an individual's behaviour, including aggressive, abusive, threatening or otherwise inappropriate behaviour, presents a risk to pupils, staff or other members of the school community.

A site ban will normally be used as a last resort and will be proportionate to the circumstances. A ban may be imposed for up to six months in the first instance. In exceptional circumstances, a longer period may be considered where this remains necessary and proportionate.

The individual will be informed of the decision in writing, including the reasons for the ban, the duration of the ban, the arrangements for contacting the school and the date or circumstances for review. Wherever practicable, the individual will also be informed verbally. The individual will be given an opportunity to make written representations to the Chair of Governors regarding the decision. The Headteacher's decision will be reviewed within a reasonable period and periodically thereafter, taking into account any representations received and any relevant changes in circumstances.

A site ban does not prevent a parent or carer from communicating with the school or participating in matters relating to their child. Where a meeting with the school is necessary during the period of the ban, reasonable alternative arrangements will be made, such as a remote meeting or meeting at an alternative location, where appropriate.



Before the ban ends, the school will consider the circumstances and whether any measures are required to support a safe and constructive return to the school site. Where appropriate, this may include mediation or other agreed arrangements to support the successful reintegration of the parent or carer and the restoration of a positive working relationship with the school.

Nothing in this section prevents the school from taking immediate action, including asking an individual to leave the premises or contacting the police where appropriate, where there is an immediate concern regarding safety or where behaviour may constitute an offence.

10. Equality and Inclusion

Abingdon Primary School is committed to equality and inclusion.

The school will consider:

- disability
- medical needs
- cultural or religious requirements
- communication needs

When applying this Code, while ensuring the safety and wellbeing of the whole school community.