South Wootton Federation

South Wootton Junior School

South Wootton Infant School

Parent and Carers Code of Conduct

Formally adopted by the Governing Board of:-	**South Wootton Federation**
On:-	**06.07.2026**
Co- Chairs of Governors:-	**Mrs J Cook and Mr S Scales**
Date for review:-	**Summer 2030**

Introduction

As a Federation of schools, we are fortunate to have supportive and engaged parents and carers. We recognise that educating children is most effective when it is a partnership between parents, carers, staff, and the wider school community.
Positive relationships are essential in enabling children to develop the skills they need for adulthood. We therefore welcome and encourage parents and carers to take an active role in school life.
However, all contact between parents and carers and the school must be appropriate, proportionate, and respectful. This includes recognising the professional expertise of staff and their entitlement to a healthy work–life balance.

Purpose

The purpose of this policy is to provide clear expectations regarding the conduct of parents, carers, and visitors to the school. This is to ensure that the school continues to operate in a safe, respectful, and supportive environment.
This policy sets out:

- The general principles underpinning conduct within the school community
- Expectations regarding communication with the school
- Behaviour that is considered unacceptable
- The actions the school may take in response to unacceptable behaviour

General Principles

- The school operates within policies determined by the Governing Body and the Senior Leadership Team.
- The school promotes a caring ethos which should be respected by all members of the community.
- Parents, carers, and staff work in partnership for the benefit of children.
- All members of the school community are expected to treat one another with respect and to model appropriate behaviour at all times.

Communication

There are many reasons why parents and carers may need to communicate with the school, including reporting an absence or sharing important information about a child's wellbeing. Such communication is valued and encouraged when conducted appropriately.

Parents and carers are asked to note the following:

- Staff have significant responsibilities during the school day. Where a discussion is required, it is advisable to arrange an appointment to ensure sufficient time is available.
- Concerns should initially be raised with the class teacher.
- If the matter cannot be resolved, an appointment should be made with the Headteacher.
- Where concerns remain unresolved, the school's Complaints Policy should be followed.

- Email communication should be directed to the school's central email addresses:
  - **South Wootton Infant School:** office@southwootton-inf.norfolk.sch.uk
  - **South Wootton Junior School:** admin@southwootton-jun.norfolk.sch.uk
- All communication must remain polite and respectful.
- Discussions regarding a child's education or wellbeing should be conducted calmly and constructively to support effective resolution.

Unacceptable Behaviour

The Governing Body considers the following actions to be unacceptable. This is not an exhaustive list but is intended to provide clear guidance.

- Contacting staff or members of the Governing Body outside school hours using personal email addresses rather than official school communication channels
- Contacting staff about work-related matters through private messaging, social media, or personal telephone numbers
- Sending correspondence that demands an immediate response or imposes an unreasonable timeframe
- Sending lengthy, frequent, demanding, or disrespectful communications that impact staff's ability to carry out their professional duties
- Using language, in person or in writing, that questions professional ability, constitutes a personal attack, or seeks to direct how staff perform their roles
- Recording telephone conversations or meetings without prior knowledge and explicit consent
- Raising concerns or criticisms through channels other than the school's formal complaints procedure (see Appendix 1)
- Raising voices, invading personal space, or using language that is rude, offensive, aggressive, or threatening
- Shouting, swearing, or causing disruption on school premises
- Making threats of violence, using violence, or damaging school property
- Smoking, consuming alcohol, or using drugs on school premises
- Bringing dogs onto school premises without prior agreement, except for approved assistance dogs
- Addressing a child's behaviour in a manner that is aggressive or unsafe
- Using staff as a threat to manage children's behaviour
- Approaching or disciplining another person's child
- Engaging in behaviour that disrupts the operation of classrooms, offices, or any school activity, including sporting events

Additional Steps by the School

In response to unacceptable behaviour, the school may take one or more of the following actions:

- Addressing the behaviour directly, including requesting that an individual respects personal space, ceases inappropriate conduct, leaves the premises, or ending a telephone conversation where necessary
- Writing to the parent or carer to formally raise concerns regarding behaviour

- Implementing a formal communication strategy to manage or restrict contact with the school
- Instructing legal advisers to issue formal correspondence or warnings
- Restricting or withdrawing access to school premises where necessary and proportionate
- Involving the police in cases where there is a breach of the peace or a suspected criminal offence

School premises are private property. While parents and carers have an implied right of access for legitimate purposes, the school reserves the right to withdraw this permission at any time where it is considered necessary and proportionate.

The Governing Body trusts that parents and carers will support the implementation of this policy and thanks you for your continued cooperation.

Note: Parents and carers are responsible for ensuring that any individual collecting their child is aware of this policy.

Appendix 1: Inappropriate Use of Social Networking Sites

Social networking sites are increasingly being used to raise concerns or complaints about schools, staff, and, in some cases, other members of the school community. The school promotes the responsible and appropriate use of social media and expects all members of the community to lead by example.

The Governing Body considers the use of social media to post complaints, criticisms, or personal comments about the school or individuals within the school community to be unacceptable. Such behaviour is not in the best interests of children or the wider school community.

Concerns should always be raised through appropriate channels, in line with the school's Complaints Policy, to ensure they are addressed fairly and effectively.
Where a parent, carer, or pupil posts defamatory, abusive, or inappropriate content online, the school will:

- Report the content using the platform's reporting procedures
- Require that the content is removed immediately

In serious cases, the school may:

- Seek legal advice
- Take further action to address misuse of social media

The school treats incidents of cyberbullying with the utmost seriousness. Any use of social media to intimidate, harass, or humiliate others will be addressed in line with the school's behaviour and anti-bullying policies.

Inappropriate use of communication networks may constitute an offence under the **Malicious Communications Act 1988** or the **Communications Act 2003**, and persistent behaviour may amount to harassment.