

Oak Hill First School



Parent/Carer Code of Conduct

This Code of Conduct is an agreement between Parents, Carers, Visitors and Oak Hill First School.

At Oak Hill we are very proud and fortunate to have a dedicated and supportive school community. At our school the staff, governors, parents, and carers all recognise that the education of our children is a partnership between us.

We expect our school community to respect our school ethos, keep our school tidy, set a good example of their own behaviour both on school premises and when accompanying classes on school visits.

In addition, we also expect our parents, carers and visitors to keep our children safe by adhering to the school's request to park safely outside the school gates during morning and afternoon collections.

As a partnership, we are all aware of the importance of good working relationships and all recognise the importance of these relationships to equip our children with the necessary skills for their education. For these reasons, we will continue to welcome and encourage parents and carers to participate fully in the life of our school.

The purpose of this code of conduct is to provide clear expectations around the conduct of all parents, carers and visitors connected to our school. We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue.

However, we understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships. Where issues arise or misconceptions take place, please contact your child's teacher or the Principal, who will be available to meet with you and go through the issue and hopefully resolve it. Where issues remain unresolved, please follow the school's complaints procedure. This is available on the school website or a copy can be requested from the school office.

This code aims to clarify the types of behaviour that will not be tolerated and seeks parental agreement to these expectations. The code of conduct also sets out the actions the school can take should this code be ignored or where breaches occur.

Communication Expectations

We are committed to maintaining effective communication with all families. Our communication channels include:

- Class Dojo: Messages will be read and responded to within 48 hours during term time only. Teachers will not respond to messages outside of school hours (before 8am or after 6pm) or during weekends, holidays, or school breaks.
- Class Dojo is suitable for brief updates, positive feedback, and quick clarifications about homework or events. For complex concerns, complaints, or detailed discussions, please arrange a face-to-face meeting through the school office.
- Urgent matters: Please contact the school office directly during school hours for immediate attention. Class Dojo should not be used for urgent communications.
- Inclusion Team: Contact via email, which is monitored throughout term time during school hours only inclusion@oakhill.crst.org.uk
- General enquiries: School office during school hours.

We expect all communication to be respectful and constructive. Staff have the right to professional, courteous interaction and protected personal time. Teachers will not tolerate abusive, threatening or inappropriate language in any form of communication, nor will they be expected to respond to communications outside of their professional working hours.

Parents should understand that teachers may provide brief, professional responses and that detailed conversations require scheduled meetings. Repeated inappropriate use of communication channels may result in restrictions being placed on access.

Appropriate Dress and Conduct

As part of our commitment to safeguarding and creating an appropriate environment for all children, we expect all adults on school premises to dress and conduct themselves in ways that support our educational aims.

All adults on school premises are expected to dress appropriately for a primary school environment where young children are present. This means:

- Clothing should provide adequate coverage (avoiding very short skirts/shorts, low-cut tops, or see-through garments)
- Undergarments should not be visible
- Clothing with inappropriate language or imagery should be avoided
- Footwear should be safe for the school environment

We ask that all adults consider that young children are impressionable and that adult behaviour and presentation should model the standards of respect and appropriateness we teach our pupils.

Behaviour that will not be tolerated:

- Disruptive behaviour which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises
- Any inappropriate behaviour on the school premises
- Using loud or offensive language or displaying temper
- Threatening, in any way, a member of staff, visitor, fellow parent/carer or child
- Damaging or destroying school property
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the school community
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff/governors at the school (including on site and social media)
- The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of your own child on school premises
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their/your own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences)
- Smoking, vaping, taking illegal drugs or the consumption of alcohol on school premises.
- Dogs being brought on to the school premises. (other than guide dogs)

Should any of the above occur on school premises or in connection with school, the school may feel it is necessary to take action by contacting the appropriate authorities or consider banning the offending adult from entering the school premises.

Social Media Guidelines

Most people take part in online activities and social media. It's fun, interesting and keeps us connected. We encourage you to positively participate if you wish. Within these spaces however we ask that you use common sense when discussing school life online. 'Think before you post'

We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents or children.

We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, member of staff or child. If parents have any concerns about their child in relation to the school they should:

- Initially contact the class teacher or a member of SLT
- If the concern remains they should contact the Principal
- If still unresolved, contact the school governors through the complaints procedure

They should not use social media as a medium to air any concerns or grievances.

Online activity which we consider inappropriate:

- Identifying or posting images/videos of children
- Abusive or personal comments about staff, governors, children or other parents
- Bringing the school in disrepute
- Posting defamatory or libellous comments
- Emails circulated or sent directly with abusive or personal comments about staff or children
- Using social media to publicly challenge school policies or discuss issues about individual children or members of staff
- Threatening behaviour, such as verbally intimidating staff, or using bad language
- Breaching school security procedures

At our school we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined below.

What happens if someone ignores or breaks the code?

In the event of any parent/carer or visitor of the school breaking this code then proportionate actions will be taken as follows:

In cases where the unacceptable behaviour is a serious and potentially criminal matter, the concerns will, in the first instance, be referred to the Police. This will include any or all cases of threats or violence and actual violence to any child, staff or governor in the

school. This will also include anything that could be seen as a sign of harassment of any member of the school community, such as any form of insulting social media post or any form of social media cyber bullying.

In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the school will refer the matter to the schools Legal Team for further action.

In cases where the code of conduct has been broken but the breach was not libellous, slanderous or criminal matter, then the school will send out a formal letter to the parent/carer with an invite to a meeting.

If the parent/carer refuses to attend the meeting, the school will write to the parent/carer and ask them to stop the behaviour causing the concern and warn that if they do not they may be banned from the school premises.

If after this behaviour continues, the parent/carer will again be written to and informed that a ban is now in place.

Note: (1) a ban from the school can be introduced without having to go through all the steps offered above in more serious cases. (2) Site bans will normally be limited in the first instance.

Communication and Implementation

- This policy will be communicated to all members of the school community through:
- Distribution to all current families via email and hard copy
- Inclusion in new parent welcome packs
- Publication on the school website
- Annual reminders in school newsletters
- Reference during new parent induction meetings

Where concerns arise, they will be addressed respectfully whilst maintaining the appropriate environment our children deserve.

It is important for parents and carers to make sure any persons collecting their children are aware of this policy.

Thank you for abiding by this code in our school. Together we create a positive and uplifting environment, not only for the children but also all who work and visit our school.

Responsibilities:

It is the responsibility of the Principal and Governors to monitor and review this policy.

Signed: Principal Date: Summer 2026

Review Date: Summer 2027

Please note

This Code of Conduct applies to all parents, carers and visitors and is effective from the date it is shared with the school community.