Parent Code of Conduct

Sussex Road Primary School

Approved by:	Headteacher	Date:	September 2026
Next review due:	September 2027		

Purpose and scope

At Sussex Road Primary School, we believe it is important to:

- Work in partnership with parents to support their child's learning
- Create a calm, safe, respectful and inclusive environment for pupils, staff and parents
- Model appropriate behaviour for our pupils at all times

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and pupils (through our behaviour policy).

This code of conduct aims to help the school to work together with parents by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and Values of our school
- Work together with staff in the best interests of our pupils
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful solution to all issues
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern following appropriate published procedure.

Behaviour that will not be tolerated

- Disruptive behaviour which interferes or threatens to interfere with any of the schools normal operations or activities anywhere on the school premises, including activities off-site where the school is represented
- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, pupils or other parents
  - Threatening in any way, another member of the school community
  - Harassment, including stalking
  - Communication that feels controlling or coercive
- Damaging school property
- Sending abusive messages to another member of the school community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult

- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises, without prior permission (other than certified assistance dogs)
- Entering the school premises without permission

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

Harassment Definitions

Harassment
Harassment is unwanted behaviour that violates someone's dignity or creates an intimidating, hostile, degrading, or offensive environment, often involving repeated actions including: -

- abusive calls,
- texts,
- social media posts,
- threats,
- discriminatory conduct
- stalking.

Legally, it is behaviour occurring more than once that makes someone feel alarmed or distressed, even if it is a different action each time, and can also stem from assumptions about protected characteristics like race or gender.

Sexual harassment
Sexual harassment is any unwanted conduct or behaviour of a sexual nature that makes someone feel offended, humiliated, intimidated, or creates a hostile environment, It may include: -

- suggestive comments and jokes
- unwelcome touching
- sexual assault

Sexual harassment can happen in person or online, and involve verbal, physical, or non-physical actions.

Both forms of harassment are defined by its impact on the recipient, not the perpetrator's intent.

The Employment Rights Act (ERA 2025)
This Act aims to significantly strengthen harassment protections for staff in the UK, adding a duty for employers to take "all reasonable steps" to prevent sexual harassment. This change will be effective from late 2026 and includes harassment by third parties including: -

- students,
- members of the students family and/or carers,
- contractors,
- peripatetic staff
- external pupil support providers
- other agencies including NHS staff

At Sussex Road School we believe all our staff have a fundamental right to be protected from all forms of harassment in the workplace. Where a staff member makes an accusation of harassment, the school will investigate immediately and implement controls to ensure their protection for any reoccurrence. We will not hesitate to escalate to the relevant authorities, including the police, where we believe a member of school staff may have been the victim of a criminal offence under the Protection From Harassment Act 1997 or Equality Act 2010.

Breaching the Code of Conduct

If the school suspects, or becomes aware, that a parent has breached the Code of Conduct, the school will gather information from those involved.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent
    - Invite the parent into school to meet with a senior member of staff or the headteacher
    - Inform the parent of how the school will communicate with them. This may include
        - removing the opportunity for face-to-face meetings;
        - banning the parent from emailing the school;
        - ensuring any face-to-face meetings or telephone calls are witnessed by more than one member of staff.
- Contact the appropriate authorities (in cases of harassment, criminal or anti-social behaviour)
- Seek advice from Kent County Council regarding further action in any case where the school consider it appropriate to do so
- Seek legal advice where behaviour is or may be deemed to be defamatory
- Ban the parent from the school site

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the headteacher.

The headteacher will consult the chair of governors before banning a parent from the school site.