



**Werrington Primary School
Parent/Carer Code of Conduct Policy 2025**

Introduction

At Werrington Primary School, we are committed to building a safe, respectful, and inclusive environment for all members of our school community. This policy sets out the standards of conduct expected from parents and carers to help us achieve this goal.

Aims

This policy applies to all interactions between parents/carers and the school, including face-to-face, telephone, written (including email), and online communications (including social media).

Our Values

- Respect
- Kindness
- Integrity
- Collaboration

Expected Conduct

Parents and carers are expected to:

- **Communicate respectfully:** Speak to all staff, pupils, and other parents/carers courteously, whether in person, by phone, in writing, or online.
- **Support learning:** Help your child to attend school regularly and punctually, and work in partnership with staff to support their learning and wellbeing.
- **Follow procedures:** Use the school's channels for raising concerns or complaints (see Complaints Policy).
- **Protect privacy:** Avoid sharing confidential or sensitive information about pupils, staff, or other families, especially on social media.
- **Be a positive role model:** Demonstrate respectful behaviour at all times, in line with our school's values.

Unacceptable Behaviour

Examples include, but are not limited to:

- Shouting, swearing, or using offensive language or gestures.
- Threatening, intimidating, or aggressive behaviour towards staff, pupils, or other parents/carers.
- Posting inappropriate, defamatory, or damaging comments about the school or individuals on social media.
- Disrupting school events or the normal running of the school.
- Wilful damage to property.

Dealing with Breaches

If a parent/carers breaches this policy, the school may:

1. **Issue a verbal warning** about the behaviour.
2. **Send a formal written warning**
3. **Restrict access** to the school premises or contact, where necessary.
4. **Report** serious incidents to the appropriate authorities.

We will always act in accordance with our Complaints and Safeguarding policies.

Communication Channels

- General queries: contact the school office via [insert contact details].
- Concerns/complaints: follow the procedures outlined in our Complaints Policy (available on our website or from the school office).
- Social media: We use social media platforms to communicate and celebrate the events and activities that take place in our school. We do not use our social media platforms to communicate about issues, problems or concerns.

Links with other policies:

Complaints

Safeguarding & Child Protection

Social Media

Staff code of conduct

Mr D Johnson, Headteacher

Amberley Slope, Werrington

Peterborough, PE4 6QG

Phone: 01733 571779

Email: office@werrington.peterborough.sch.uk

Soke Education Trust

Trust email: office@sokeeducationtrust.co.uk

Website: www.sokeeducationtrust.co.uk