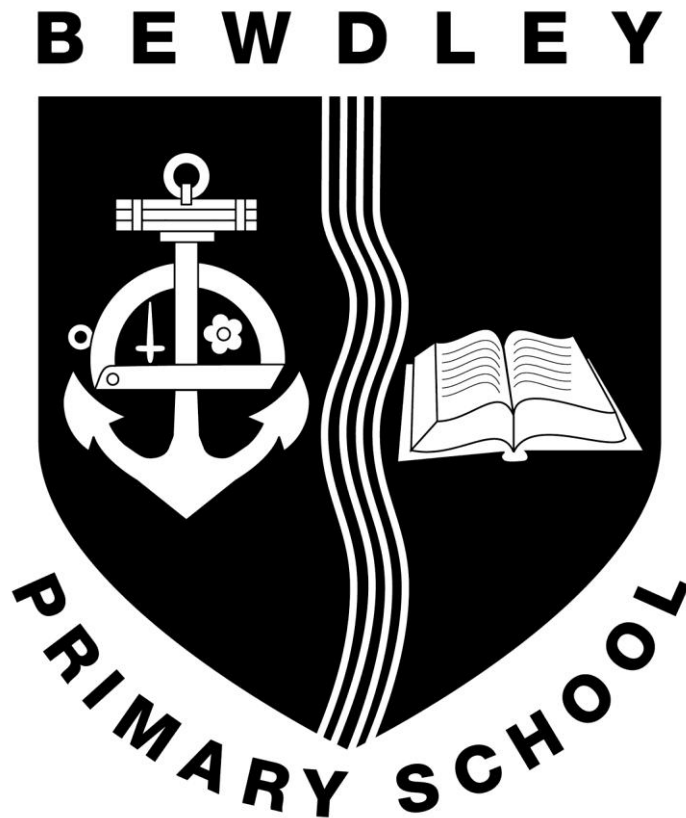


Parent and Carer Code of Conduct



1. Purpose and scope

At Bewdley Primary School, we believe that strong, respectful relationships with parents and carers help children to feel safe, supported and ready to learn. We want school and home to work in partnership so that concerns can be resolved constructively and all members of our community are treated with dignity and respect.

This Code sets out the standards of behaviour we expect from parents, carers and other adults who have contact with the school on behalf of a child. In this document, the term 'parents and carers' includes anyone with parental responsibility and anyone caring for, collecting or acting on behalf of a pupil.

The Code applies on the school site, at school events and activities, in communications with the school, and to online behaviour where it affects pupils, staff or the wider school community.

2. Our expectations of parents and carers

We expect parents and carers to:

- support the ethos and values of Bewdley Primary School and model the school's expectations of being Ready, Respectful and Safe;
- work in partnership with staff in the best interests of children;
- treat pupils, staff, governors, other parents and visitors with dignity and respect;
- communicate calmly and respectfully, even when raising a concern or disagreeing with a decision;
- raise concerns with the appropriate member of school staff so that they can be considered and resolved through the correct school procedures;
- seek a peaceful solution to difficulties and, where appropriate, allow the school to establish the facts before reaching conclusions;
- manage the behaviour of children in their care, particularly where behaviour could lead to conflict, aggression or unsafe conduct;
- respect the school site, property, security arrangements and instructions given by staff.

3. Behaviour that will not be tolerated

We recognise that concerns can sometimes be upsetting or frustrating. Raising a concern, making a complaint or disagreeing with the school is not, in itself, unacceptable. However, the way in which concerns are expressed must remain respectful.

The following behaviour will not be tolerated:

- threatening, intimidating, aggressive or violent behaviour towards any member of the school community;
- swearing, abusive, insulting, discriminatory, sexualised or offensive language or gestures;
- shouting at, harassing, bullying or deliberately humiliating pupils, staff, governors, parents or visitors;
- racist, homophobic, transphobic, sexist or other discriminatory comments or conduct;
- sending abusive, aggressive, threatening or persistently inappropriate communications by telephone, email, text, messaging app or social media;
- approaching, confronting, questioning or disciplining another person's child about an incident; concerns about pupils must be brought to a member of staff;
- confronting another parent in a way that creates conflict or risks the safety or wellbeing of others;
- disrupting, or threatening to disrupt, school operations, events or activities;
- damaging school property, breaching school security arrangements or entering areas without permission;
- smoking or vaping on the school premises, possessing or taking illegal drugs, or consuming alcohol unless this has been expressly permitted at a school event;
- unsafe driving, parking or other behaviour that places pupils, families, staff or members of the local community at risk.

4. Online conduct, social media and messaging

Social media and messaging apps can be useful ways for families to communicate. The same standards of respectful behaviour apply online as they do face to face. The school does not seek to prevent parents and carers from expressing opinions or raising legitimate concerns.

Parents and carers must not:

- post or send abusive, threatening, discriminatory, harassing or deliberately offensive material about pupils, staff, governors, parents or the school;
- share confidential, private or sensitive information about a pupil, family or member of staff without an appropriate reason or permission;
- use parent messaging groups or social media to target, intimidate, harass or encourage hostility towards an individual;
- contact members of staff through their personal social-media accounts or personal messaging services unless the member of staff has expressly agreed to that contact for an appropriate purpose;
- impersonate another person, use anonymous accounts to harass others, or encourage others to engage in unacceptable conduct.

Where a parent or carer wants the school to investigate or respond to a concern, it should be raised directly with the school through the appropriate communication or complaints route. Where concerns about online conduct are reported to the school, the school may consider relevant information voluntarily provided to it, such as screenshots.

Where online behaviour may constitute a criminal offence, presents a safeguarding risk, or amounts to serious harassment or threats, the school may seek advice from or report the matter to the police, children's social care, the local authority, legal advisers or another appropriate body. The school may also report content to the relevant platform.

5. Photography, video and sharing images

The school recognises that families may wish to take photographs or videos at some school events. Any permission to do so is subject to the arrangements communicated for that particular event and to the school's policy on the use of images.

- Parents and carers must follow any instructions given by the school about photography or recording at an event.
- Images or recordings must not be taken where the school has stated that photography or filming is not permitted.
- Parents and carers should respect the privacy and safeguarding needs of other children, families and staff.
- Images or videos containing other people's children should not be published or shared publicly, including on social media, without appropriate permission.
- The school may ask a parent or carer to stop recording where this is necessary to protect privacy, safeguarding or the safe running of an event.

6. Travel, parking and collection

The safety of pupils and consideration for our neighbours are essential at the beginning and end of the school day. Parents and carers are expected to drive and park legally, safely and considerately.

- In the morning, parents and carers may use the school layby to drop off a child who is able to walk independently down the path and enter school alone.
- Parents and carers who wish to accompany their child onto the school site should walk or park legally and safely away from the school, maintaining good visibility for pupils and access for local residents.
- The layby must not be used for waiting or parking at the end of the school day.

- Residents' drives must never be blocked, including for short periods while a driver remains in the vehicle.
- Engines should be switched off when vehicles are stationary and not in traffic.
- Drivers must follow reasonable directions given by the school's traffic marshals when they are present.
- Pupils must be transported safely, including use of appropriate seatbelts/restraints, and must leave vehicles and cross roads with care.
- The school has two designated disabled parking spaces. Families wishing to use these should provide Blue Badge information to the school office. If the spaces are occupied, other areas of the car park must not be used unless a designated space is available.
- Access along the school drive must remain clear so that emergency vehicles, staff vehicles and Severn Trent vehicles can enter and leave safely.

Children should be collected promptly at the end of their school day. If a parent or carer is delayed, they should arrange for an authorised adult to collect the child where possible and inform the school as soon as possible. Where a child needs to be cared for beyond the end of the school day, use of Rascals may incur a charge in accordance with the club's arrangements.

7. Responding to breaches of this Code

The school will respond to concerns proportionately, taking account of the nature, seriousness, frequency and impact of the behaviour. Where appropriate, the school will seek to resolve matters informally first.

Depending on the circumstances, the school may:

- speak to the parent or carer and seek an agreed way forward;
- give a verbal or written warning;
- invite the parent or carer to meet with a senior member of staff or the headteacher;
- set reasonable boundaries around the method, frequency or point of contact for communications with the school;
- seek advice from the local authority or legal advisers;
- report potentially criminal behaviour or safeguarding concerns to the appropriate authorities;
- ask an individual to leave the school premises or consider restricting or barring access to the site.

Any safeguarding concerns will be managed in accordance with the school's Child Protection and Safeguarding Policy. A parent or carer who has a complaint about the school will continue to be able to use the school's Complaints Procedure; the existence of a complaint does not justify abusive, threatening or harassing behaviour.

8. Restricting access to the school premises

The school has a duty to provide a safe environment for pupils and staff. Where an individual's behaviour poses a risk, causes significant disruption or makes members of the school community feel threatened, the school may ask that person to leave the premises and may consider restricting or barring future access.

Except where immediate temporary action is necessary to protect safety, an individual will be given an opportunity to make representations about a proposed bar. Where a temporary bar is imposed pending representations, the school will explain the reason for the decision and how the individual can respond.

The headteacher's decision to bar an individual will be reviewed by the chair of governors or an appropriate committee of governors. Any representations will be considered before the decision is confirmed or lifted. Where a bar is confirmed, the school will write to the individual explaining how long it will remain in place and when it will be reviewed.

A restriction on access to the premises does not remove a parent's or carer's right to communicate with the school about their child. Alternative arrangements for communication, meetings and collection/drop-off will be made where necessary.

9. Related school policies and guidance

This Code should be read alongside relevant school policies, including:

- Complaints Procedure
- Child Protection and Safeguarding Policy
- Online Safety / E-Safety Policy
- Use of Images / Photo and Video Policy
- Data Protection Policy and Privacy Notices
- Behaviour Policy
- Before and After School Club arrangements, where relevant

In preparing and reviewing this Code, the school has had regard to relevant Department for Education guidance, including Controlling access to school premises; Preventing and tackling the bullying and harassment of school staff (2026); Data protection in schools, including guidance on taking and using photos and videos; and best-practice guidance for school complaints procedures.

10. Monitoring and review

The headteacher will keep this Code under review and update it when necessary to reflect changes in legislation, national guidance or school arrangements. Significant changes will be communicated to parents, carers and staff.

The current version will be made available to parents and carers through the school website and may also be provided directly where appropriate.