



Hebburn Comprehensive School

Parent Code of Conduct

- Education Act 1996 (s.547)
 - DfE 'Behaviour in Schools' Guidance 2022
 - DfE 'School Complaints Procedure' Guidance 2023
 - KCSiE 2023
 - Principles of **defamation, harassment and nuisance** in UK law
 - Best practice recommended by **local authorities** and **Ofsted (Nov 2025)** around parental conduct and safeguarding culture
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1. Purpose and Scope

At Hebburn Comprehensive School, we are committed to building strong and effective relationships with parents, carers and all visitors.

Working in genuine partnership is central to ensuring that:

- Every child is safe, supported and able to thrive.
- Pupils' learning, attendance and wellbeing are sustained through high-quality home-school communication.
- The school remains a safe, respectful and inclusive environment for pupils, staff, parents and the wider community.

This Code of Conduct sets out clear expectations for the behaviour of all parents, carers and visitors who come into contact with our school community.

Its purpose is to:

- Promote a positive, calm and respectful environment.
- Protect staff and pupils from aggressive, abusive or inappropriate behaviour.
- Ensure concerns are raised through the correct channels so they can be addressed effectively.
- Support the school's statutory safeguarding duties.

For the purpose of this document, the term '**parents and carers**' includes:

- Anyone with parental responsibility.
- Anyone caring for or collecting a child, including extended family members, foster carers or other responsible adults.

This policy applies to **all interactions with the school**, including in-person, by phone, email, letter, social media and any online forum.

2. Expectations of Parents, Carers and Visitors

We expect all parents, carers and visitors to:

Promote a Positive Partnership

- Support the ethos, values, behaviour expectations and safeguarding culture of the school.
- Work collaboratively with staff in the best interests of their child and the wider school community.
- Share information that helps us keep pupils safe and improve outcomes.

Communicate Respectfully

- Treat all staff, pupils and other parents with courtesy, respect and dignity.
- Use appropriate, calm and measured language in all communications.
- Follow the school's communication procedures and direct queries to the correct member of staff.

Model Safe and Respectful Conduct

- Set a positive example in speech, conduct and behaviour.
- Encourage and support your child to behave safely and respectfully.
- Address any concerns or misunderstandings through appropriate channels rather than through confrontation or public criticism.

Seek Resolution Appropriately

- Raise concerns using the school's established processes, such as the Complaints Policy.
 - Work with staff to understand all sides of an issue before drawing conclusions.
 - Allow the school reasonable time to investigate and respond.
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3. Behaviour That Will Not Be Tolerated

In order to safeguard staff, pupils and the wider school community, the following behaviour is unacceptable and will not be tolerated in any form, whether in person, online or on the phone:

Aggression, Abuse or Intimidation

- Shouting, swearing, using offensive or discriminatory language.
- Displaying anger, hostility or intimidation towards staff, pupils or other parents.
- Threatening behaviour of any kind, including implied threats or aggressive body language.
- Any physical aggression or threatening physical behaviour.

Disruptive or Unsafe Conduct

- Disrupting or threatening to disrupt the operations of the school, including events, meetings or activities.
- Turning up repeatedly without an appointment and insisting on immediate access to staff.
- Repeatedly phoning or emailing when an issue is already being processed, causing unreasonable demand on staff time.
- Attempting to discipline another parent's child.

Digital Misconduct & Social Media Abuse

- Sending abusive, harassing or defamatory messages to staff, pupils or parents.
- Posting defamatory, offensive, misleading or derogatory comments about the school community on social media.
- Sharing confidential or inaccurate information publicly.
- Using online platforms to fuel complaints, target staff or escalate disputes.
- Cyberbullying or publicly humiliating staff, pupils or parents.

Such actions may constitute harassment, defamation or a safeguarding risk.

Inappropriate or Illegal Activity

- Use of physical punishment towards a child on school grounds.
- Smoking, vaping or consuming alcohol on site.
- Bringing drugs or legal highs onto the school premises or being under the influence of substances. (including alcohol) on school premises.
- Bringing dogs onto school grounds (except registered assistance dogs).

4. Social Media Expectations

The Governing Board considers the misuse of social media to criticise or target the school, staff or members of the school community to be unacceptable.

Parents must:

- Raise concerns directly with the school, not online.
- Avoid using social media to discuss school matters involving pupils or staff.
- Remove any posts identified as defamatory, harmful or inaccurate when requested.
- Understand that the school may:
 - Report misuse to the platform's "report abuse" system.
 - Seek legal advice where statements are libellous, defamatory or harmful.
 - Treat cyberbullying or targeted online abuse as a serious disciplinary and safeguarding matter.

5. Persons Causing a Nuisance or Disturbance

Under **Section 547 of the Education Act 1996**, it is an offence for any person, including a parent or carer, to cause a nuisance or disturbance on school premises.

Where necessary:

- The police may be called to support removal.
- The school may withdraw permission for a parent to enter the site.
- The school may issue conduct warnings or bans as required.

If a parent is banned from the site:

- The school will provide a designated email address for communication.
- If that designated address is misused or communication is vexatious, the use of the mailbox will be withdrawn, and communication will be redirected through another adult with parental responsibility.
- Parents are responsible for making alternative arrangements for drop-off, collection and attendance at events.
- Parent/carers access to Parents' Evenings or meetings will be arranged remotely or over the phone if the school feels this is appropriate.

6. Responding to a Breach of the Code of Conduct

If the school suspects or becomes aware of a breach of this Code of Conduct, it will:

1. **Gather information** from those involved.
2. **Invite the parent/carers** to discuss concerns where appropriate.
3. Take proportionate action, which may include:
 - A verbal warning.
 - A formal written warning.
 - A meeting with a senior member of staff or the Head Teacher.
 - A Behaviour or Communication Agreement.
 - Restricting methods of communication.
 - Banning the parent from the school site.
 - Referring the matter to external agencies, including police, LA legal services or safeguarding partners.

The **Head Teacher** has the final decision on how the school responds to breaches of this Code. The **Chair of Governors** will be notified of any bans issued.

7. Appeals

If a parent wishes to appeal a ban from the school premises, they may do so through the **school's Complaints Policy**, available on the school website.

Signed:

Head Teacher:



Mr D R Thompson

Chair of Governors:



Mr G Thompson

Ratification Date:

04 December 2025

Date of Next Review:

Autumn Term 2027