Mapperley Plains Primary School

Parent Code of Conduct

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1. Purpose and Scope

At Mapperley Plains Primary and Nursery School, we believe it is important to:

- Work in partnership with parents and carers to support children's learning
- Create a safe, respectful and inclusive environment for children, staff and families
- Model appropriate behaviour for children at all times
- Uphold our shared commitment to: be kind, be curious, be my best

To help us achieve this, we set clear expectations for behaviour across our school community. Expectations for staff are set out in the Staff Code of Conduct. Expectations for children are set out in the Behaviour Policy. Expectations for governors are set out in the Governors' Code of Conduct. This policy sets out expectations for parents, carers and visitors. This code of conduct applies to all parents, carers and visitors when they are:

- On school premises and in the immediate vicinity of the school, where behaviour may affect the safety, wellbeing or reputation of the school community, including during drop-off and collection times
- Attending school events or activities
- Communicating with the school, including by telephone, email, written correspondence or social media
- Acting in connection with the school in any capacity

For the purposes of this policy, "parents" refers to:

- Anyone with parental responsibility for a child
- Anyone caring for a child, including family members or child-minders

This policy should be read alongside the Behaviour Policy, Safeguarding and Child Protection Policy and Complaints Policy, available on the school website.

2. Our Expectations of Parents and Carers

We expect parents, carers and visitors to work in partnership with the school. In return, parents and carers can expect staff to act professionally, communicate respectfully and work collaboratively in line with the Staff Code of Conduct.

- Respect the ethos, vision and values of the school
- Work in partnership with staff in the best interests of children
- Treat all members of the school community with respect and courtesy
- Set a positive example through speech and behaviour
- Seek a peaceful and constructive resolution to concerns
- Approach the appropriate member of staff to help resolve issues
- Follow the school's communication procedures
- Correct their own child's behaviour where necessary, particularly where it may lead to conflict or unsafe conduct, and respect professional boundaries and staff wellbeing, demonstrating respectful and courteous behaviour at all times

3. Behaviour That Will Not Be Tolerated

The following behaviours are not acceptable and may result in action under this policy:

- Disrupting, or threatening to disrupt, school operations, activities or events
- Swearing or using offensive language
- Shouting at, displaying temper towards or intimidating staff, children, governors or any member of the school community
- Threatening behaviour towards any member of the school community
- Physical violence, threatening physical behaviour or intentional physical intimidation towards staff, children, parents, governors or any member of the school community
- Harassment, including repeated or excessive unwanted communication

- Sending abusive, aggressive or inappropriate messages via email, text, school communication platforms (including ClassDojo) or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community
- Recording or photographing staff, children or members of the school community without permission, including audio, video or images
- Approaching, disciplining or physically intervening with another person's child
- Using physical punishment against a child on school premises
- Any aggressive behaviour, whether verbal, written or physical
- Smoking, vaping or consuming alcohol on site unless explicitly authorised
- Possessing, using or being under the influence of illegal drugs, non-prescribed medication, controlled substances or other harmful substances on school premises
- Bringing dogs onto site other than registered assistance dogs
- Online conduct that negatively impacts the safety, wellbeing or reputation of the school or members of the school community, including posts, comments, messages, sharing images or engaging in online disputes, may also be treated as a breach of this code.

4. Raising Concerns

We are committed to resolving concerns professionally and promptly.

Parents retain the right to raise concerns formally through the school's Complaints Policy.

4.1 Safeguarding Concerns

Safeguarding concerns must always be treated as a priority.

- Safeguarding concerns must be reported immediately to the Designated Safeguarding Lead (DSL), Deputy DSL or a member of the safeguarding team. Details of the safeguarding team can be found on the school website under Safeguarding
- Urgent safeguarding concerns should be reported directly to the school office by telephone so that a safeguarding lead can respond without delay
- Safeguarding concerns can also be reported by email to safeguarding@mapperleyplains.notts.sch.uk

4.2 How Parents and Carers Can Contact the School

To ensure concerns are addressed efficiently and appropriately:

- Class teachers should be the first point of contact for most concerns
- ClassDojo is used for routine communication in EYFS and Key Stage 1. In KS2, contact with school should be made via email through the school office.
- Requests for meetings must be made through the school office
- Turning up without an appointment may mean that staff are unavailable
- All other concerns should be directed to the school office in the first instance

4.3 Response Times

We aim, but cannot guarantee, to respond within the following timescales during term time:

- Class teachers: aim to respond within 2 working days
- SENCO or senior leaders: aim within 2–3 working days

Please note:

- Staff do not routinely check messages during teaching time
- Responses are not expected outside of working hours
- Teaching and safeguarding duties always take priority

4.4 Morning and End-of-Day Communication

We understand that quick messages sometimes need to be shared. However:

- Mornings are focused on pupil supervision and starting learning promptly
- Long or detailed conversations are not appropriate at this time
- Teachers cannot engage in extended discussions while responsible for a class

If you need to discuss a concern in more detail, please contact the school office to arrange a meeting.

4.5 Access to the SENCO, Headteacher and Senior Leadership Team

- The SENCO and Headteacher have significant responsibilities across the school
- Meetings must be requested and booked via the school office
- Turning up without an appointment may not be possible

4.6 Use of ClassDojo – Expectations and Boundaries

ClassDojo is intended to be a positive and supportive communication tool. Parents and carers should note that:

- ClassDojo is used for parent communication in EYFS and Key Stage 1 only
- In Key Stage 2, communication should be made via email through the school office unless otherwise agreed
- Teachers may not read messages until the end of the school day
- It should not be used for complaints or critical messages
- It should not be used for urgent matters
- Excessive or lengthy messaging is not appropriate

The school has a duty of care to protect staff wellbeing. Communication that causes undue stress or pressure is not acceptable.

4.7 Repeated, Excessive or Unreasonable Communication

We recognise that parents may feel anxious or worried about their child at times and we are committed to listening and working constructively with families. However, continual, repeated or lengthy communications, particularly when issues have already been addressed or where expectations are unreasonable, can place disproportionate demands on staff time and may begin to feel intrusive.

In line with Local Authority guidance and our duty to safeguard the wellbeing of pupils and staff, the school will take action where communication becomes unmanageable, inappropriate or causes distress.

Examples may include:

- Repeated messages about the same issue after a response or outcome has been provided
- Expecting immediate or constant responses
- Contacting multiple members of staff about the same concern
- Sending frequent or lengthy messages that go beyond reasonable communication
- Refusing to accept a reasonable response or agreed outcome and continuing to pursue the same issue
- Using aggressive, abusive or intimidating language towards staff
- Publishing inappropriate or defamatory comments about the school or staff on social media or other public platforms

5. Steps the School May Take Following a Breach

Any action taken will be proportionate, reasonable and in line with Local Authority guidance. Steps may include:

- Speaking with the parent or carer to clarify expectations and agree appropriate boundaries

- Limiting communication to specific times, methods or frequencies
- Directing all communication through the school office
- Assigning a single named point of contact
- Requiring communication to be in writing or through pre-arranged face-to-face meetings only, depending on the nature of the concern
- Temporarily suspending access to ClassDojo
- Issuing a formal written warning
- Restricting access to parts of the school site or, where necessary, banning a parent or carer from the school site
- Seeking advice from the Local Authority or taking further action where necessary

These measures are intended to support respectful communication and ensure the school can continue to operate effectively for the benefit of all children.

Where communication becomes excessive or unreasonable, the school may nominate a single point of contact and limit communication to specific methods and times.

The Headteacher may make an immediate decision to restrict access where necessary to protect staff and children. The parent or carer will then be given the opportunity to make representations, and the decision will be reviewed by the Chair of Governors or a committee of governors in line with DfE guidance.

Any communication restrictions or site access restrictions will be reviewed after a specified period and will remain proportionate and reasonable.

6. Complaints

A concern is an expression of worry or doubt for which reassurance is sought. A complaint is an expression of dissatisfaction about actions taken or a lack of action.

Mapperley Plains Primary and Nursery School has a separate Complaints Policy, available on the school website, which is compliant with Local Authority guidance. Parents and carers are expected to follow this procedure when raising formal complaints. Concerns should not be raised via social media or ClassDojo. This policy does not replace the school's formal Complaints Procedure. Where a parent wishes to raise a formal complaint, the Complaints Policy will take precedence.

This helps ensure concerns are addressed at the earliest possible stage while protecting the right of parents and carers to raise a formal complaint where appropriate.

7. Final Statement

Mapperley Plains Primary and Nursery School is committed to working in partnership with families in a respectful, open and professional manner. Clear communication and shared understanding of expectations help us maintain a safe, calm and purposeful environment for all members of our school community.

By adhering to this code of conduct, parents and carers support the school in meeting its responsibilities, including safeguarding duties, while enabling staff to focus on what matters most: teaching, learning and supporting every child to be kind, curious and be their best.

Appendix: Model Letters

A. Initial Warning Letter

Private and Confidential

Dear [Parent Name],

I am writing regarding your conduct on [date] at [location/event].

It has been reported that: [Clear factual summary of incident.]

This behaviour is not in keeping with the Parent Code of Conduct at Mapperley Plains Primary & Nursery School.

We believe that staff, children and parents are entitled to a safe and respectful environment, and that parents are as responsible for creating this environment as school staff.

Further breaches of the Code of Conduct may result in more formal action, including restrictions on communication or access to the school site.

If you would like to discuss this matter, please contact the school office to arrange a meeting.

Yours sincerely,

Paul Summers
Headteacher

B. Formal Warning Following Serious or Repeated Breach

Private and Confidential

Dear [Parent Name],

Further to previous correspondence dated [date], I am writing regarding continued concerns about your conduct.

On [date], it was reported that: [Detailed factual summary.]

This behaviour constitutes a breach of the Parent Code of Conduct.

As Headteacher, I have a duty to ensure that Mapperley Plains Primary & Nursery School remains a safe and respectful environment for children and staff.

Any further breaches may result in:

- Restrictions on communication
- A requirement for meetings to take place with additional staff present
- Withdrawal of permission to enter the school site
- Referral to external agencies where appropriate

Yours sincerely,

Paul Summers
Headteacher

C. Communication Restriction Letter

Private and Confidential

Dear [Parent Name],

Following breaches of the Parent Code of Conduct, communication with school staff will, with immediate effect, be restricted as follows:

- All communication must be made in writing via the school office
- Staff will respond within 2 working days
- Direct approaches to staff at drop-off or pick-up will not be responded to

This measure will be reviewed on [date].

This restriction is intended to remain proportionate and reasonable and will be reviewed regularly.

Yours sincerely,

Paul Summers
Headteacher

D. Letter Restricting Access to the School Site

Private and Confidential

Dear [Parent Name],

I am writing regarding serious concerns about your conduct and repeated breaches of the Parent Code of Conduct at Mapperley Plains Primary & Nursery School.

These concerns include:

[Incident details with dates]

In order to protect the safety and wellbeing of children, staff and the wider school community, I have made the decision to restrict your access to the school site with immediate effect pending formal review.

This means that you must not enter the school premises unless prior arrangements have been agreed in writing by the school.

This action has been taken because your behaviour has caused significant concern and the school has a duty to ensure that the school remains a safe and respectful environment for all.

You are invited to provide any written representations regarding this decision by [**date**], which will be considered before the restriction is formally reviewed by the Chair of Governors or a committee of governors in line with Department for Education guidance.

Following this review, you will be informed in writing whether the restriction will remain in place, be amended or be lifted. If confirmed, the decision will specify how long the restriction will remain in place and when it will be reviewed.

If you do not comply with this restriction, the school may arrange for you to be removed from the premises and you may be liable to prosecution under Section 547 of the Education Act 1996.

If you wish to raise a complaint regarding this decision, you may do so using the school's Complaints Policy.

Yours sincerely,

Paul Summers
Headteacher