



Moorlands Schools Federation

Parental Code of Conduct Policy

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Approval level - LGB

Responsibility for preparation – Headteacher

Review Date	Summary of amendments made
28.01.26	Pages 3 and 4 added new section regarding Protecting Staff Wellbeing in Communications.

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1. Purpose and scope

At Moorlands Schools Federation, we believe it's important to:

- Work in partnership with parents to support their child's learning
- Create a 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 relational behaviour policy).

This code of conduct aims to help the school 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)

2. 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
- Park and drive considerately and safely when using a car near the school site

If parents have any concerns about their child/ren in relation to the school, they should:

1. initially contact the class teacher;
2. if the concern remains, contact the office to discuss with the relevant Phase Leader, who is a member of the Senior Leadership Team.

3. if still unresolved, follow the Trust Complaints Procedure (<https://thepartnershiptrust.co.uk/about-the-trust/trust-policies/>).

3. Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email, social media or other online platforms
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media or other online 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, vaping 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 or other animals onto the school site (other than guide dogs)

4. 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 and speak to the parent about the incident.

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

- Contact the parent
- Send a warning letter to the parent
- Invite the parent into school to meet with a senior member of staff or the Executive Headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from The Partnership Trust's legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- 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 Executive Headteacher.

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

5. Protecting Staff Wellbeing in Communications

We expect all communications between parents/carers and staff to be respectful and constructive. Where communications become aggressive, abusive, or are sent in excessive volumes (including those generated using artificial intelligence), the school reserves the right to limit or restrict communication methods.

In such cases, we may require that all future communication:

- Is directed through a single point of contact (via the office)
- Is submitted in writing only
- Is limited to specific timeframes or frequency
- Relates only to essential matters concerning the child's education and welfare

This ensures staff can focus on supporting all children effectively whilst maintaining appropriate professional boundaries. Continued inappropriate communication may result in further action in line with our code of conduct and complaints procedure.