

Bishopton Primary School



Parental Code of Conduct

Written By	Mrs Charman	May 2026
Ratified by	Governing Board	May 2026
Reviewed		

Purpose

At Bishopton, we believe it is important to:

- Work in partnership with parents and carers to support each child's learning and wellbeing
- Create a safe, respectful and inclusive environment for pupils, staff and parents
- Model appropriate behaviour at all times, reflecting our school's vision, aims and values

To support this, we set clear expectations and guidelines on behaviour for all members of our school community. These expectations apply to staff (through the Staff Code of Conduct) and pupils (through our Behaviour Policy), as well as to parents and carers.

This Code of Conduct aims to support a positive and productive relationship between the school and parents by setting out guidelines for appropriate behaviour. It applies to behaviour on school premises, at school events (on or off site), during interactions with staff or other parents (including online), and where behaviour outside school may impact the school community or reputation.

For the purposes of this policy, the term 'parents' includes:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents, foster carers, or child-minders)

Our Expectations of Parents and Carers

We expect all parents, carers and visitors to:

- Respect the ethos, vision and values of our school
- Work in partnership with staff, acting in the best interests of all pupils
- Treat all members of the school community with courtesy and respect, setting a positive example through speech and behaviour
- Seek to resolve concerns or disagreements calmly and constructively
- Support the school in maintaining high standards of behaviour
- Whilst on school premises parents take responsibility for their child's behaviour, particularly in public spaces where actions could impact others or lead to conflict or unsafe
- Approach the appropriate member of staff to help resolve any issues or concerns, following school procedures
- Parents and carers must respect professional boundaries and use only official school communication channels when contacting staff.

Behaviour That Will Not Be Tolerated

To ensure a safe and respectful environment, the school will not tolerate:

- Disrupting, or threatening to disrupt, school operations (including events, activities, or sports fixtures)
- Swearing, or the use of offensive or inappropriate language
- Displaying anger inappropriately, including shouting at staff, pupils, or other parents
- Threatening behaviour towards any member of the school community
- Sending abusive or inappropriate messages, including via email, text or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff, pupils, or wider community on social media
- Any form of aggressive behaviour (whether verbal, written, or physical)
- Physically punishing a child while on school premises
- Disciplining another person's child (concerns should always be raised with staff)
- Smoking or consuming alcohol on school premises (unless authorised for a specific event)
- Possessing, using, or being under the influence of drugs (including legal highs) on school premises

Breaching the Code of Conduct

If the school becomes aware of a breach of this Code of Conduct, it will investigate by gathering information from those involved and speaking with the parent or carer.

Depending on the nature and seriousness of the incident, the school may take one or more of the following actions:

- Issue a verbal or written warning
- Invite the parent to attend a meeting with a senior member of staff or the Headteacher
- Contact appropriate authorities in cases involving criminal behaviour
- Seek advice from the local authority or legal representatives where necessary (e.g. in cases of defamation or harassment)
- Restrict access to the school site, including implementing a ban where appropriate
- Parents may request a review of decisions by contacting the Chair of Governors in writing.

The school will always respond proportionately and fairly. The Headteacher holds responsibility for decisions regarding breaches of this Code of Conduct and will consult the Chair of Governors before banning a parent from the school premises.

Digital Conduct

We recognise the important role that digital communication and social media play in modern life. Parents and carers are expected to use all digital platforms responsibly and respectfully in a way that reflects the values of our school.

Parents and carers should:

- Communicate with the school and its staff in a polite and respectful manner when using email, messaging systems, or other digital platforms
- Parents are encouraged to communicate respectfully, keep messages concise, and avoid repeated follow-ups within short timeframes unless urgent.
- Allow 48 hours for staff to respond to messages during working hours, recognising that staff are not expected to respond outside these times.
- Only send emails between the hours of 8:15am and 5:00pm, to respect and support staff well-being.
- All concerns should follow the school's formal Complaints Policy, available via the school office or website.
- Use official school communication channels for school-related matters (e.g. email, school apps, or phone), rather than personal social media accounts
- Respect the privacy and confidentiality of staff, pupils, and other families when sharing information online
- Seek permission before sharing photographs, videos, or information involving other children
- For emergencies, incl. during the holiday periods, all emails should be sent to admin2603@welearn365.com and NOT class account.

Parents and carers must not:

- Use social media or digital platforms to post negative, defamatory, or inappropriate comments about the school, its staff, pupils, or wider community
- Engage in online arguments or disputes involving members of the school community
- Send repeated, excessive, or aggressive messages to staff
- Share confidential or sensitive information about the school or individuals without permission
- Record (audio or video) staff or pupils without explicit consent

Any concerns or complaints should be raised through the school's formal procedures rather than through social media or public platforms.

Breaches of this section will be taken seriously and may be managed in line with Section 'Breeching of the Code of Conduct.

Working Together

We are committed to working in partnership with parents and carers to ensure the best possible outcomes for all pupils. By working together respectfully and constructively, we can maintain a positive, safe, and inclusive school environment.