



## Parental Code of Conduct Policy

Langley School

Stephanie Parkes  
February 25

## Introduction

At Langley School, 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), pupils (through our behaviour policy) and parents (through this 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)

## Purpose

This document provides an explanation of the acceptable standard of behaviour expected from parents and visitors to the school premises and those interacting with its pupils and staff to make our school a safe place to learn, work and visit.

## Our ethos and values

Langley School aims to:

- meet the children's individual needs and prepare them for life, by emphasising social and independence skills and good patterns of behaviour
- help the children realise what they can achieve
- develop positive links with parents and families
- achieve the highest standards possible by creating an environment where children can work with confidence, security and enjoyment
- develop the sharing of skills and knowledge between ourselves and colleagues in other schools
- meet the needs of staff collectively and individually

## What you can expect of us, and what we expect of you

All visitors to our school, and interacting with our pupils and staff, are expected to behave calmly, politely and respectfully. This means that visitors must:

- treat all members of our school community, the environment and school property with respect
- work together with staff in the best interests of our pupils

- seek a peaceful solution to all issues
- follow our school rules, protocols and any instructions given by school staff
- report anything that puts anyone on our site at risk to a member of our staff
- accept that they are responsible for their own child's behaviour and safety, whilst their child is in their care, even when they are on our school premises
- approach the right member of school staff to help resolve any issues of concern

### **The types of behaviour that our school considers unacceptable**

Our school will decide on a case-by-case basis whether a parent/visitor's behaviour is unacceptable, but any behaviour that we believe adversely affects our safe and caring learning environment and/or puts the physical or emotional wellbeing of a pupil, member of staff, parent or other visitor at risk, is not an acceptable behaviour on our school site.

This may include, but is not limited to:

- disruptive behaviour
- aggressive or threatening speech or behaviour e.g., by swearing, threatening, or shouting at others, taking an aggressive stance, threatening to strike someone or assaulting another person
- displaying a temper, or shouting at members of staff, pupils or other parents
- damaging school property
- behaviour that could be considered racist, sexist, homophobic or similarly offensive in some other way
- filming or recording without consent any member of our school community
- smoking, vaping or being under the influence of alcohol or drugs whilst on our school site
- bringing animals on to our school site, other than assistance dogs (to be discussed with a member of Senior Leadership in advance)
- being in possession of weapons of any kind
- refusing to follow the reasonable instructions of our staff
- posting defamatory, offensive or derogatory comments about the school, its pupils and staff or any member of its community, on social media or group chat platforms
- sharing of direct communication outside of the audience it was intended for
- 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

In addition, unacceptable behaviour also includes any communication with a member of our school's community that is malicious, threatening, or abusive, including in person, over the telephone or in writing, e.g., by letter, email or any other electronic format, such as social media, regardless of whether it takes place on the school premises or outside them.

### **How the school will respond to behaviour that is unacceptable**

In most cases our school will attempt to informally remedy the situation by speaking with the individual concerned, privately. There may be no further action taken or required.

Where there is any dispute over what has occurred, or if the alleged incident is complex or serious, our school will conduct a formal investigation to establish the facts and determine what action should be taken, if any.

If our school decides that a visitor's behaviour has been unacceptable, we may then:

- Warn the individual concerned about their behaviour informally (i.e., verbally);
- Warn them about their behaviour formally (i.e. in writing);
- Ban them formally (i.e., in writing) from entering the school grounds and premises for a specified period; and / or
- Report their behaviour to the Police.

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 headteacher.

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

Deciding to ban a visitor from the school site as a result of their unacceptable behaviour represents a measure of last resort, which our school will not resort to lightly. Should imposing a ban become necessary, the person banned will be given the chance to explain themselves and/or apologise for their behaviour within a period of time, which will be specified in the banning letter. After receiving the response from the banned visitor (or if no response is received), we will then decide whether to lift the ban straight away or extend it for a further period of time, pending a future review.

In addition, if the visitor who has been formally warned or banned from the school site disagrees with our decision, they are entitled to make representations about it to our governing board, in line with our complaints procedure.

It is imperative that parents/ carers adhere to the school's conduct policy, which includes refraining from sharing incidents or concerns beyond the school community. Any issues or concerns should be raised directly with the school through the appropriate channels provided. Furthermore, parents/ carers are reminded not to post about school-related incidents on social media platforms to maintain confidentiality and uphold the school's reputation. Open communication with the school ensures that all matters are addressed effectively and in accordance with the school's policies and procedures.

### **Questions and concerns about this Code**

Our school is grateful for the support that it receives from its visitors in maintaining its caring and safe learning and working environment, so any feedback that you may have about the content of this Code is welcomed.

Please direct any feedback or questions about the Code to the school office who will refer your comments on to an appropriate member of staff.

### **Monitoring arrangements**

This policy will be reviewed by a member of the senior leadership team. At every review, it will be approved by the headteacher.

### **Reviewed**

Approval Date:	February 2025
Approved by:	Toni McCarroll
Last Reviewed:	February 2025
Reviewed by:	Stephanie Parkes
Review Frequency:	Annually
Next Review Date:	February 2026

Policy Version	Date	Amended by	Comments:
V1	February 2024	Stephanie Parkes	February 2025 – No changes



## Appendix 1 – Communication Table

Communication					
Safeguarding concerns - <a href="mailto:DSL@langley.bham.sch.uk">DSL@langley.bham.sch.uk</a>					
Please contact Becky Ford (Designated Safeguarding Lead), Claire Hynes, Amie Oliver, Stephanie Parkes or Toni McCarroll (Deputy Designated Safeguard Leads)					
Learning Concern	Pastoral Concern (Where a concern is linked to their emotional well-being)	Concern related to particular learning or physical need (Where a concern is related to a special need)	Issues relating to EHCP's	Issues relating to staff	Concerns and queries relating to school administration and transport
Please raise your concern with your child's <b>class teacher</b> in the first instance via Class Dojo or arrange a telephone call.			Please contact <b>Raj (SEND Administrator)</b> in the first instance.	Please contact a <b>Deputy Headteacher (Miss Oliver or Miss Parkes)</b>	Please speak with <b>Mrs Dempsey (School Administrator)</b> or <b>Mrs Sanders (Administrator Assistant)</b>
If you feel the class teacher has been unable to help please contact the relevant pathway leader <b>Roots – Miss Ballinger</b> <b>Branches – Mrs Kee</b> <b>Leaves – Mrs Dudley</b>					
If you feel the pathway lead has been unable to help please make an appointment to see a <b>Deputy Headteacher (Miss Oliver or Miss Parkes)</b>					
Please make an appointment to see our <b>Headteacher, Mrs McCarroll</b> if you remain concerned following the steps above.					
To contact our <b>chair of governors</b> , please write to <b>Mr Collyer</b> at our school's postal address.					