

PARENT / VISITOR / CARER CODE OF CONDUCT

November 2025

Rationale:

At Sherwood Junior School we are very fortunate to have supportive and friendly parents and carers, who recognise and understand the importance of a good, open and positive working relationship and partnership between home and school.

The purpose of this guidance is to remind all parents, carers and visitors to our school about expected conduct. This is so that we can continue to ensure a safe and positive school environment for every child and adult working in or visiting our school.

Guidance:

In addition to the guidance set out in our school policies, we expect parents, carers and visitors to:

- Understand that teachers and parents need to work together for the benefit of the children
- Approach school to resolve any issues or concerns about any aspect of school life to discuss and clarify specific events / issues in order to bring about a positive solution
- Support the respectful ethos of our school by setting a good example in their own speech and behaviour towards all members of the school community
- Correct their own child's behaviour appropriately, using positive reinforcement behaviour strategies, especially in public where it could otherwise lead to conflict, aggressive or unsafe behaviour
- Allow reasonable time for staff to make arrangements for appointments if a longer discussion is needed. Staff will usually respond verbally rather than via email, as this helps ensure clear communication and avoids unnecessary delays.
- Respect the school environment and equipment by looking after and returning any equipment that has been borrowed (e.g. library books / laptops)

In order to ensure a peaceful and safe school environment, the school will not tolerate parents, carers or visitors who exhibit the following:

- Disruptive, aggressive or threatening behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office or any other area of the school grounds including after school activities. Examples could include using offensive language /any form of swearing / verbal abuse/ threatening emails /texts/phone calls, displaying temper /threatening to do actual bodily harm / displaying physical aggression including the threat and act of assault or making excessive and repetitive contact with staff in a manner that causes distress or disrupts their ability to carry out their duties. Excessive contact includes repeated calls, emails or messages beyond reasonable expectations.
- Approaching someone else's child in order to discuss with them or to reprimand them because of their actions towards their own child. Such an approach may be seen as an assault on that child and may have legal consequences.
- Smoking and consumption of alcohol and drugs on the school site.

We would also expect parents and visitors to our school to use mobile phones sensibly and sensitively. This includes use around staff and children – in particular, taking photographs or recording for any reason without permission. If we believe a parent or visitor on our school site is using their phone inappropriately they may be challenged by school staff.

Parents, carers and visitors must not record any meeting (including in-person or virtual) unless all participants have given their explicit consent beforehand. This is to protect privacy, comply with data protection regulations and maintain a respectful environment for open discussion. Unauthorised recording may result in further action by the school.

Should any of the above behaviour occur on our school premises, the school may feel it necessary to contact the appropriate authorities and, if necessary, ban the offending adult from entering the school grounds.

Parents / Carers are discouraged from making inappropriate comments on social media sites in relation to the school and its staff.

Social media posts or comments which could be potentially inappropriate or damaging to the reputation of the school or individual will be taken seriously and could lead to the school taking legal advice. This could include:

- Communication with the intent of causing harassment, alarm or distress
- Spreading malicious rumours
- Reinforcing untruths about members of staff
- Making personal attacks about a member of staff
- Making threats towards a member of staff

If a parent / carer wishes to raise an issue or concern they should firstly speak to their child's class teacher. If it remains unresolved there are several other ways to report an issue or concern. Parents can do this by:

- Phoning the school office – 01623 842545 – to make an appointment or request a call back
- Making an appointment with the Headteacher (Mrs H Simpson) or the Deputy Headteacher (Mrs C Jackson)
- Contacting the Chair of Governors (Mr C Barnard) via the school office
- Email – office@sherwood.notts.sch.uk

In addition, our complaints procedure can be found on our school website.

We will do our utmost to resolve all issues and concerns but we will only deal with them if they are brought to us in an appropriate way.

Whilst we understand that parents and school may not always agree, we hope that parents will uphold the expectations outlined in this policy whenever there may be a concern or problem, so that the issue can be resolved as quickly and as calmly as possible and without causing any additional unwanted stress or anxiety to any of the parties involved.