



Oswald Road Primary School

Parental Conduct Policy

Policy approved by Governors: September 2025

Headteacher: Deborah Howard
Chair of Governors: Peter Martin

To be reviewed in 2 years: September 2027



Throughout this policy, wherever the word 'parent' is used, it refers to parents and carers.

Also, throughout the policy there are 'Articles' added that relate to UNICEF's Rights of the Child. As a school we are committed to our Rights and Responsibilities work and policies we write are an important part of this.

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At Oswald Road Primary School, we are lucky to have a supportive and friendly parent body.

Our parents recognise that educating children is a process that involves partnership between parents, teachers and the school community (Article 5: Parental Guidance). It is really important to have a good working relationship between home and school to equip children with the necessary skills for adulthood.

For these reasons, we continue and encourage all parents/carers to participate fully in the life of our School.

1 Aims of the Policy

The purpose of this policy is to provide a reminder to all parents and carers of our school about the expected conduct. This is so that we can continue to flourish, progress and achieve in an atmosphere of mutual understanding. What is important is how we behave together. We expect that parents/carers:

- Respect the caring ethos of our school
- Understand that both teachers and parents need to work together for the benefit of their children (Article 5: Parental guidance)
- Demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour, as everyone in school is a 'duty bearer' (positive role model). This includes when parking near to the school
- Seek to understand a child's version of events (Article 12: Respect for the views of the child) and also school's view, in order to bring solutions to any issues
- Approach school to help resolve any issues of concern. This should be done through the appropriate channels by speaking to the class teacher, Phase Leader, member of the Leadership Team or the Chair of Governors so they can be dealt with fairly, appropriately and effectively for all concerned.

- 1.1. The school is dedicated to ensuring that all students achieve their potential and will work in partnership with all stakeholders to achieve these aims (Article 28: Right to education, Article 29: Goals of education). The school is therefore required to have a policy to address parent/carer's behaviour that is unacceptable and has a detrimental

effect on the good order and safety of the school. The school has a duty of care for both staff and students to ensure their safety and well-being. This policy will outline the behaviours that are unacceptable to the school and what sanctions are available to deal with the behaviour.

- 1.2. This policy should be read in conjunction with the 'Resolution of Concerns and Complaints Policy' as the School expects all parental concerns and complaints to be taken seriously and to be dealt with comprehensively and as far as possible in confidence. The School's complaints policy allows parents' complaints about school issues to be dealt with efficiently and sensitively and at the appropriate level.

2 The Scope and Application of this Policy

2.1 The School will take the appropriate action to deal with any unacceptable behaviour on the school premises, which may include seeking legal advice where necessary.

These behaviours are not acceptable in our school:

- offensive language or malicious comments
- unwarranted and unnecessary correspondence taking up undue teaching and administrative time
- intimidation
- harassment
- disruptive behaviour
- racist conduct
- incitement of others and threats or risk of injury
- offensive or derogatory comments regarding the school or any of the staff at the school on any Social Media sites (see separate section)
- undermining members of staff, including when they are alone or in front of children and other parents. Parents are asked to follow school procedures when they have a concern or complaint to raise.
- Sending complaints directly to a staff member (with the exclusion of the Headteacher), including copying in other staff members
- Using group forums such as WhatsApp to raise specific concerns about individual staff members. Parents are asked to follow school procedures when they have a concern or complaint to raise.
- Raising voice at members of staff

This policy does not affect the right of parents/carers or other parties to make complaints or raise concerns to the School.

3 Key principles

- All members of the school community have the right to expect that their school is a safe place in which they develop and learn (Article 3: Best interests of the child).

There is no place for intimidation, violence, threatening behaviour, verbal or physical abuse or harassment in our school

- Clear documentary evidence is kept of any correspondence, action or decisions
- The school will fully investigate all valid concerns
- Any decisions will be fully communicated to the parent/carer
- Any parent behaving unlawfully will be reported to the police

4 Procedures

The School has a range of strategies to employ with any parent who persists with unacceptable conduct. Whilst these sanctions are set out in the policy by way of a sequential process, they can be initiated at any stage if, in the judgement of the Headteacher, the severity of the behaviour warrants such a level of intervention.

4.1 Verbal Warning/Mediation Meeting

A parent who displays any of the behaviour as described above will:

- be asked politely to desist
- be offered the opportunity to discuss the matter in person on the first occasion.

At the discretion of the Head, this meeting may be offered before being asked to desist to gain further information.

4.2 Two Formal Written Warnings

A formal written letter will be sent to the parent where they continue to act unacceptably. This is signed by the Headteacher and circulated to relevant internal parties to ensure that an informed and consistent approach can be adopted. This letter is kept on file of the student at the school (whose parents/carers have received the warning). Should a further incident occur, a second formal written warning should be issued.

4.3 Legal Sanctions

If a parent breaches the expected standard of behaviour as set out in the Parental Code of Conduct despite formal written warnings, then the school will seek Legal advice.

5 Responsibilities:

5.1 School Governors:

The School Governors are responsible for:

- approving the School policy, procedures, and guidelines
- receiving reports; and any necessary documentation

The School Governors will monitor the level and nature of reports and review the outcomes annually or earlier if so determined by the Chair.

5.2 The Chair of Governors is responsible for:

- monitoring the good order and safety of the School (Article 3: Best Interests of the Child)
- checking that the correct procedure is followed

5.3 Headteacher

The Headteacher is responsible for:

- the overall internal management of the procedures
- ensuring that the procedures are monitored and reviewed and reports made to the Governing Body
- the efficient operation and management of the policy and procedures
- training staff on how to deal appropriately with difficult parents
- keeping parents and staff informed of the procedures
- compiling reports

Some of these responsibilities can be delegated as appropriate.

6 Monitoring and Review

6.1 The Headteacher will report to staff from time to time and to the Governing Body annually or earlier if the Chair so determines, on the number and type of incidents and behaviours displayed by parents received and their outcomes.

7 Inappropriate use of Social Media

7.1 Parents are asked to use social media sites responsibly and that the School would expect Parents to support the School in trying to educate children about 'cyber bullying' and to protect pupils from becoming victims of such behaviour. Posting negative or offensive comments on social networking sites sets a poor example and could lead children to believe that 'cyber bullying' is in some way acceptable. Further, if children have access to negative comments about their school and teachers, it could reduce their confidence in the school and this could damage their education. If parents have any issues or grievances, they should turn to the school in the first instance.

Inappropriate postings on social media which are threatening or abusive, sexist, of a sexual nature or constitute a hate crime, will be reported to the Police as online harassment is a crime. They will also be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this.

7.2 Any concerns parents/carers may have should be raised through the appropriate channels by speaking to the class teacher, Phase Leader, member of the Leadership Team or the Chair of Governors so they can be dealt with fairly, appropriately and effectively for all concerned.

7.3 In the event that any parent/carer of a child/children being educated at our

school is found to be posting libellous comments on Facebook or other social media sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. Oswald Road Primary School will also expect that any parent / carer remove such comments immediately.

7.4 In serious cases, School will also consider its legal options to deal with any such misuse of social networking or other sites.