



# **Parent/Carer Code of Conduct**

## Parent/Carer Code of Conduct

At Filton Avenue Primary School, we are proud to be a community that values **Collaboration, Aspiration, Respect,** and **Endeavour**. By working together with generosity of spirit and understanding, we can ensure that every child feels happy, safe, and supported to achieve their best.

This code of conduct sets out the expectations for all parents and carers to help us create a positive and respectful environment for our children to thrive.

## Our Shared Values

### 1. **Collaboration**

We work together as partners in your child's education and believe that we can better address challenges together.

### 2. **Aspiration**

We work with the understanding that we all want to help every child achieve their potential and be the best version of themselves.

### 3. **Respect**

We treat all members of our school community – staff, pupils, and families – with kindness and respect, using calm, polite language in all interactions, whether in person, by phone, or online.

### 4. **Endeavour**

We expect all staff, parents/carers and children to be committed to working hard to ensure excellent outcomes.



## Expectations of Parents and Carers

When you join Filton Avenue Primary School you sign up to the school's 'Home / School Agreement'. This asks that you support the school's values, and that you behave respectfully towards all members of our school community.

Building on this and to foster a positive school community, we ask parents and carers to:

- **Be Supportive:**  
Support the school's values, rules, policies, and practices, including behaviour policies, attendance expectations, and learning goals openly with your child.
- **Communicate Constructively:**  
Raise concerns respectfully, constructively and privately with the appropriate member of staff, without sharing them with your child until we have had an opportunity to resolve them.
- **Model Positive Behaviour:**  
Demonstrate respect, patience, and understanding in all interactions, setting an example for your children.
- **Be Generous in Spirit:**  
Assume positive intentions from staff. All staff here work very hard, and we are all working towards the best outcomes for all the children.
- **Engage in Your Child's Education:**  
Attend parent/carer-teacher meetings, school events, and support home learning activities to show your child that their education matters.

## Unacceptable Behaviours

To maintain a respectful environment, the following behaviours are not acceptable:

- Disregarding or undermining the authority of school staff members, including questioning their professional judgement in front of children, staff, or other parents/carers.
- Encouraging children to engage in behaviours that are contrary to the school's values, ethos or expectations.
- Approaching or speaking to children (other than your own) without the permission of the school or their parent/carer.
- Physical aggression, threats of violence, or intimidating actions towards school staff, students, or other parents/carers.

- Inappropriate or defamatory comments about the school, its staff, students or other parents/carers, whether in person, online or over the telephone.
- Disrupting school activities or the school's day-to-day operations.
- Verbal abuse, including shouting, swearing, or making threats of harm.
- Any form of bullying, harassment, or intimidation, whether in person, in writing, or online, towards staff, pupils, or other parents/carers.
- Using offensive, racist, sexist, homophobic, or discriminatory language or behaviour that relate to any of the 9 Protected Characteristics, as defined in the Equality Act 2010.
- Damaging or vandalising school property, or the personal belongings of staff, students, or other parents/carers.
- Refusing to comply with school rules or policies, including those related to health and safety, safeguarding, and security.

## **Breaching the Code of Conduct**

In cases where a parent/carer breaches the Code of Conduct, the following steps may be taken to address the situation:

- Informal resolution through a conversation with a member of the School Leadership Team to address the concern informally and ensure the parent/carer understands the nature of the breach and how it can be resolved
- A formal warning provided in writing, outlining the nature of the breach, the steps needed to remedy the situation, and a clear warning that further incidents may lead to more serious action.
- Suspension of the parent/carer's access to the school site temporarily. This may mean the parent/carer will be restricted from attending school events, meetings, or entering the school building for a period of time, to be determined by the School Leadership Team. A written notice will be given, explaining the reason for the suspension and the expected behaviours/actions for reinstatement.
- Involvement of external agencies in cases of serious misconduct, where the behaviour of a parent/carer or visitor could be considered threatening or abusive, such as the local authority or law enforcement. This may include reporting the matter to the police if the behaviour escalates to harassment or threatens the safety of others.

Our 'Policy on managing inappropriate behaviour from parents/carers and visitors within our school' covers this in more detail.

We thank you for your commitment to working together for the benefit of all our children.