

York Road Nursery School



Parent, Carer & Visitor Code of Conduct 2025

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| Statutory/Good Practice | Good Practice |
| Based on Model Policy from | Various |
| Review Frequency | Annually |
| Approval by | FGB |
| Ratified by | FGB 24/6/25 |
| Revision Due | July 2026 |

Purpose and scope

At York Road Nursery School, we believe it is important to:

- Work in partnership with parents and carers to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, staff, parents, carers and visitors
- 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) and pupils (through our positive behaviour policy).

This code of conduct aims to help the school work together with parents, carers and visitors by setting guidelines on appropriate behaviour.

Our expectations of parents, carers and visitors

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school
- Work together with staff in the best interests of our pupils
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful solution to all issues
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern
- Share information openly with the school which is pertinent to a child's well being
- Communicate effectively with staff members regarding planned meetings or events, or child absence
- Attend consultation opportunities and EHCP reviews
- Respect the working hours of staff when communicating and awaiting a response
- Be punctual when collecting pupils from school
- Follow the school's procedures when on site, such as Health Safety, Safeguarding and Acceptable Mobile Phone usage
- To park with consideration and respect for others when delivering and collecting their child/children from the school

Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds)
- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, pupils or other parents, carers or visitors
- Threatening another member of the school community

- Sending abusive messages to another member of the school community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Use of physical punishment against your child while on school premises
- 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
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Damaging or destroying school property
- Bringing dogs onto the school premises (other than guide dogs)

Online activity

Most people take part in online activities and social media. It's fun, interesting and keeps us connected. Within these spaces however we ask that you use common sense when discussing school life online.

'Think before you post'. Social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents or children.

We take very seriously inappropriate use of social media by a parent, carer or visitor to publicly humiliate or criticise another parent, carer, visitor, member of staff or child or the school.

Breaching the code of conduct

If the school suspects, or becomes aware, that a parent, carer or visitor has breached the code of conduct, the school will gather information from those involved and speak to the person about the incident.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent, carer or visitor
- Invite the parent, carer or visitor into the school to meet with a senior member of staff or the Head Teacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from our legal advisors regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent, carer or visitor from the school site.

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 Head Teacher.

The Head Teacher will consult the Chair of Governors before banning a parent, carer or visitor from the school site.