

Harrow Lodge Primary School



PARENT/CARER AND VISITOR CODE OF CONDUCT

REVIEWED:	Autumn 2025
EFFECTIVE PERIOD:	Spring 2026 – Spring 2027
DUE FOR REVIEW:	Autumn 2026
RESPONSIBLE PERSON(S):	MRS L SEARLE

Introduction

We are very fortunate to have a supportive and friendly community. Our families recognise that educating children is a process that involves partnership between home and school and understand the importance of a good working relationship to equip children with the necessary skills for adulthood as outlined in our home school agreement. For these reasons, we welcome and encourage parents/carers to participate fully in the life of our school.

At our school, we are committed to fostering a safe, respectful, and supportive environment for all children, parents, and staff. To uphold these values, we ask parents and carers to follow the guidelines below.

1.0 Visitors protocol

- All visitors must **sign in** at Reception on arrival.
- Visitors will be issued with a badge that must be worn and visible at all times.
- Mobile phones are not to be used whilst on the school site.
- Photographs are not to be taken unless by prior agreement.
- Report any unacceptable behaviour to a member of staff
- When working with a pupil(s), ensure you are visible to others.
- All visitors must **sign out** at Reception

2.0 We expect parents/carers and visitors to show respect and concern for others and rights by:

- Supporting the respectful ethos of our school by setting a good example in their own speech and behaviour towards all members of the school community
- Working together with teachers for the benefit of children
- This includes approaching the school to resolve any issues of concern and to discuss and clarify specific events in order to bring about a positive solution
- Reinforcing the school's policy on behaviour of the children.
- Respecting the learning environment appropriately (both in school and off site)
- Parking with consideration for the surrounding community and respect for their property and that of other parents/carers when arriving with and collecting children from school.

3.0 In order to support a peaceful and safe school environment, the school will not tolerate:

- Disruptive behaviour which interferes with the operation of a classroom, an office area or any other part of the school grounds
- Use of loud and/or offensive language or displays of temper. This includes talking on the phone whilst in the school playground.
- Threatening harm or the use of physical aggression towards another adult or child. This includes approaching someone else's child or another parent/carer in order to discuss or chastise them and physical punishment against any child on school premises.
- Damaging or destroying school property
- Abusive, threatening, malicious or inflammatory emails, phone or social network messages.
- Smoking, vaping and consumption of alcohol or other drugs or accessing the school site whilst intoxicated
- Bringing animals of any kind (other than guide dogs) onto school premises without the express, prior permission of the Headteacher. (Breeds classed as dangerous will not be allowed on school premises under any circumstances)

The above behaviours on school premises will be reported to the appropriate authorities which could lead to legal action being taken and an offending adult may be prohibited from entering the school grounds in order to safeguard our school community.

5.0 In order to safeguard our children and parents, the following protocols should be adhered to:

- Parents should not approach children who are not their own, either in school or in the playground, to engage in any form of negative interaction.
- If a concern arises regarding another child's behaviour, this must be raised directly with a member of school staff rather than addressed with the child. All children have the right to feel safe, supported, and respected while at school.
- Parents are expected to treat one another with respect at all times. Approaching other parents on school premises, in the playground, or during school-related activities in a negative manner—whether through behaviour, tone, or language—is not acceptable.
- Any concerns or disagreements should be addressed through appropriate channels by contacting school staff, rather than through direct confrontation.
- Failure to follow these expectations may result in the school taking further action, in line with our code of conduct and safeguarding policies.

4.0 We expect parents/carers to use Social Media appropriately by:

- Refraining from making negative or hurtful statements or comments about members of the school or the wider school community (including, but not limited to, staff, trustees, children, parents/carers and residents) on social networking websites.
- Not posting comments on social media which might encourage, either directly or indirectly, behaviour in school which is expressly in conflict with the school's ethos and/or core values.

We trust that parents, carers and visitors will fully support this Code of Conduct.