



**PARKSIDE COMMUNITY
PRIMARY SCHOOL**

Parent/Carer Code of Conduct and Behaviour Policy

September 2026

Last Reviewed: September 2026

Next Review: September 2028

Signed: *E. Saunderson*

Chair of Governors: Emily Saunderson

Date: 30th September 2026



PARKSIDE COMMUNITY PRIMARY SCHOOL

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Hertfordshire, WD6 4EP
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Headteacher : Mrs Emma May-Finnegan

Contents

1.	Introduction	2
2.	Purpose and Scope	2
3.	Code of Conduct	2
4.	Communications	3
5.	Types of Communication	4
6.	Advice for Parents/Carers	6



1. Introduction

At Parkside, we seek for all our community to recognise that educating children is a process that involves partnership between parents/carers, teachers and any other outside organisations that provide enrichment and intervention activities within our school. We continue to welcome and encourage parents/carers to participate fully in the life of our school and dialogue between school and home is essential.

2. Purpose and Scope

The purpose of this policy is to provide a reminder to all parents/carers about the expected conduct. This is so we can continue to progress and achieve in an atmosphere of mutual understanding, in line with our school mission – nurturing and inspiring young minds towards a bright future.

3. Code of Conduct

We expect parents/carers to:

- Respect and support the school's caring ethos and values.
- Understand that both teachers and parents/carers need to work together for the benefit of their children.
- Understand that teachers are very busy and may not be able to answer telephone calls or emails immediately. Parents/carers will receive a response within three school days.
- 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 and never shout over a teacher in conversation or refuse to stop talking and listen. Teachers will be encouraged to end conversations or meetings under such circumstances.
- Show trust in the school and its staff and their decisions.
- Understand that sometimes a child's version of events may not be consistent with that of the school.
- Approach the school in a calm, reasonable manner in order to help resolve any issues of concern.



In order to support a peaceful and safe school environment, the school cannot tolerate any of the following:

- Shouting at members of the school staff, either in person or over the telephone
- Physical intimidation of staff
- Harassment, trolling or stalking
- The use of aggressive gestures
- Threatening behaviour or language, either in person, over the telephone or in written communication
- Swearing, either in person, over the telephone or in written communication
- Pushing or hitting, either directly through bodily contact or through throwing of any item or implement
- Intentional property damage
- Attending the school site with any illegal substance
- Breaching the school's security procedures.
- Filming, photography or recording of staff without their prior consent.

This is not an exhaustive list; it seeks to provide illustrations of such behaviour which we consider serious and unacceptable.

Should any such behaviour occur, the school leadership may choose to ban any parent, family member or carer from the school premises permanently and consider involvement of the police for each incident.

Site bans will be reviewed termly by the Full Governing Board.



4. Communications

Rationale

Parkside recognises the importance of clear and effective communication with all stakeholders (pupils and parents/carers, governors, Local Authority, outside agencies, national bodies, etc), and is committed to being open and accessible to all who have an interest in the school. The key stakeholders for a school are parents/carers and pupils and this policy addresses the main ways in which the school will ensure effective two-way communication between home and school.

Aims

Our school aims to ensure all communications are:

- Clear
- Comprehensive
- Two-way
- Timely
- Respectful

This explains the school's aims and values, the school's responsibilities towards the children, the responsibilities of parents/carers, and what the school expects of the children.

School

The school will undertake to ensure that:

- Parents/carers and children have clear lines of communication
- The curriculum is clearly communicated to parents
- Parents/carers are informed of forthcoming events within appropriate timelines
- All communications will be treated as confidential within the school context



Parents/Guardians/Carers

Parents will undertake to:

- Read the key communications issued by the school
- Raise issues or concerns at the earliest opportunity with the school in the appropriate manner
- Act on the communication (for example, attending special meetings)

Communication can take a variety of forms: verbal (through meetings or by telephone) or written (through letters, notes in books or email).

5. Types of Communication

Email

Parents should email general enquiries or information to the school office. All emails will be treated with full confidentiality and the responses will usually be made by the member of staff addressed. Alternatively, you can contact the class teacher. We aim to respond to parents/carers' emails sent to the school office within 72 hours.

Telephone

This would be appropriate where enquiries are deemed more urgent by the parent/carer, such as communicating information about the child to the school. We ask parents to phone the school on 0208 387 3000. If the call requires a response from a member of staff, we aim to do this within 24 hours.

Appointments

If necessary, parents/carers can visit the school to ask questions, gain support or to have the opportunity to talk about their child/home concerns with either the child's class teacher or a member of the senior management team. Parents/carers are asked to phone the school office to make an appointment. This allows the school time to organise cover to make staff available to speak to the parents/carers. We will aim to make appointments within 5 working days.

Parents/carers are asked not to approach staff to discuss their child if they meet them outside of school as this does not allow for confidential discussion.



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Home/School Links

We aim to respond to all parental communication as quickly as we can. Please bear in mind that messages sent at weekends or after school hours may not be dealt with until the following working day/week, and emails sent in holidays should not expect a reply until term-time. Emails to the school office are not monitored during school holidays and responses will be provided when the school term restarts.

Website and Social Media

As well as the weekly school email, parents/carers can get updates about what's on at the school through our website, newsletter and the school social media pages. We request parents/carers do not use our social media to raise concerns with the school, and to use the other above-mentioned channels.

Staff Communication

There will be a need for staff to share information regarding a child in circumstances where the school needs to coordinate appropriate support. Such information will be shared in a sensitive and confidential manner, and recorded on appropriate school systems. These communications will not be shared routinely with parents/carers unless it is required to address the concern in partnership, or where there is a legal duty to provide information. All staff and visitors to the school must adhere to relevant codes of conduct and behaviour.

Special Communication Arrangements

If a parent/carer does not abide by the Code of Conduct, the school reserves the right to make alternative arrangements for communications between parents, carers and the school which limit the communications to a specific method, or to specific times. If this is enacted, the school will issue a letter to the parent/carer, which may be delivered via email, outlining the reasons for special communication arrangements and outlining what these arrangements are. If these arrangements are not respected and adhered to, the school may act in line with this policy to further restrict communications.



6. Advice for Parents/Carers

If parents/carers are unsure about who to contact with a specific concern or query, please refer to the school website for additional contact details or email/phone the school office who will be able to direct the query appropriately.

Parents/Carers are encouraged to raise concerns at an early stage. This can be done through a variety of means:

- An email to the school office for the attention of the appropriate staff member.
- A phone call to the school office
- By making an appointment to meet a member of staff
- At parent and carer consultations.

Whilst the Headteacher is very willing to receive both suggestions and enquiries, parents/carers will appreciate that in some circumstances it may be more appropriate for another member of staff who has a more detailed knowledge of the issue to respond in the first instance. This would usually be the class teacher. If the response of these members of staff does not answer the concerns, then parents should contact the Assistant/ Deputy Headteacher or SENDco then the Headteacher through the school office.

We understand that sometimes parents and carers may be frustrated about issues that arise at school, and we will always do our best to solve any problems. At the same time, we would ask that communication is polite and not of an abusive or aggressive nature. The school reserves the right not to respond to unpleasant communication unless there is a clear safeguarding concern. Likewise, staff have been instructed to stop conversations with parents/carers if they are faced with abuse.

Direct and/or inappropriate communication with school leadership or governors will not be responded to, and a reminder of this code of conduct may be issued via the school office if inappropriate communication is received.