Parent Code of Conduct
October 2026

West Lane Primary

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1. Purpose

At West Lane we believe it's important to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, staff and parents
- 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 Behaviour Policy).

This Code of Conduct aims to help the school work together with parents by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

2. Our expectations of parents and carers

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 staff to help resolve any issues of concern (*see Appendix 1)*

3. Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, pupils or other parents
- 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
- 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, vaping or drinking alcohol on the school premises
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than guide dogs)

4. Breaching the Code of Conduct

If the school suspects, or becomes aware, that a parent has breached the Code of Conduct, the school will gather information from those involved and speak to the parent about the incident.

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

- Send a warning letter to the parent
- Invite the parent into 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 Gateshead Local Authority Legal Department regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent 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 rests with the Head Teacher.

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

Appendix 1: Staff

Classroom issues – Class Teacher and or adult in charge

Playtime issues - Class Teacher and or adult in charge

Issues outside of school – Class Teacher and or adult in charge

Safeguarding issues – Designated Safeguarding Leads - Head Teacher Mrs Bell, Deputy Head Teacher Mr Hamilton, Mrs Ainsley EYFS Lead, Mrs Nugent SENDCo, Miss Gilderoy Y6 Teacher

Online issues and E safety – Designated Safeguarding Leads - Head Teacher Mrs Bell, Deputy Head Teacher Mr Hamilton, Mrs Ainsley EYFS Lead, Mrs Nugent SENDCo, Miss Gilderoy Y6 Teacher

Child protection or an immediate concern for welfare – Head Teacher Mrs C Bell or Deputy Head Teacher Mr L Hamilton