WOOLTON PRIMARY SCHOOL

PARENT AND CARER CODE OF CONDUCT

2026–2027

BELIEVE • BELONG • BECOME

Respect • Partnership • Safety • Kindness

We value the part every family plays in life at Woolton. This code sets out how we work together so that children, families and staff feel safe, respected and welcome.

Document owner	Headteacher
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High expectations, warmly expressed.

1 Our shared responsibility

Our children learn from the adults around them. We ask everyone in our school community to model kindness, respect and calm behaviour, including when something has gone wrong. We welcome questions, feedback and concerns and want families to feel confident asking for help.

This code applies to parents, carers and any adult accompanying or collecting a child. It covers conduct on the school site, at school activities and trips and in communications connected with school, including telephone calls, emails, messaging and social media. Please share it with other adults who attend on your behalf.

School staff will listen respectfully, take concerns seriously, explain next steps and protect confidential information. We will consider reasonable adjustments for disability, communication needs or language barriers. Please contact the office if you need support accessing this code or communicating with us.

2 Everyday expectations

- Speak courteously to children, staff, governors, volunteers, coaches and other families. Respect differences and help every child feel that they belong.
- Follow staff instructions, visitor arrangements and collection procedures. Use designated entrances and do not enter classrooms or other restricted areas without permission.
- Keep entrances, paths and emergency access clear. Park safely and consider our neighbours.
- Supervise children in your care outside the school's supervised arrangements and support them to behave safely.
- Raise concerns about another child with school staff. Do not confront, question, discipline or intimidate someone else's child, or attempt to resolve a dispute through an argument with another family.
- Respect staff working hours and professional boundaries. Use school communication channels and arrange a private appointment for sensitive conversations.

3 Raising a concern

For most everyday concerns, contact your child's class teacher first. If a concern remains unresolved, the office can arrange contact with the appropriate leader. Formal complaints, including complaints about the Headteacher, should follow the school's Complaints Procedure, available on our website or from the office.

Report safeguarding concerns promptly to the Designated Safeguarding Lead or a deputy through the school office. Where a child is in immediate danger, contact the emergency services. You do not need to wait for the complaints process.

We will listen to children and gather relevant information before reaching conclusions. We may be unable to share information about another child or family. Disagreeing with a decision or making a complaint is not, by itself, a breach of this code.

4 Football and other sporting activities

We want children to enjoy sport, develop confidence and learn to work as a team. Spectators are welcome when the school has confirmed that a session is open to families. Please follow the arrangements for each activity.

- At training or other events within the school grounds remain behind the tree line/respect barriers throughout the session and offer silent support only.
- Do not call out instructions, direct play or coach from the sidelines. Give children space to listen to their coach and make their own decisions.
- Respect all children, coaches, officials and spectators. Do not criticise, ridicule, argue with or put pressure on a child, or challenge a coach or official during a session.
- Remain in the designated spectator area and keep other children in your care with you. Do not enter the playing area or school buildings unless invited by staff.
- Raise any concern privately with the coach or school staff at an appropriate time. Follow the agreed arrangements for collection.

We will monitor training sessions across the school. We may ask an individual to leave, restrict their attendance, or close a session or sessions to all spectators where necessary to protect safety or the smooth running of activities. We will explain changed arrangements and review them. A restriction on adult attendance does not automatically remove a child's opportunity to participate.

5 Online communication and privacy

The same standards of respect apply online as in person, including in parent WhatsApp groups, social media posts, emails and messages. Do not post threats, discriminatory abuse, personal attacks or content intended to bully or humiliate a child or adult. Do not disclose confidential information about children, families or staff.

Bring concerns to school so that we can investigate and respond. This code does not prevent families from expressing an honest opinion, making a legitimate complaint or contacting an appropriate external body.

Follow the school's photography and recording arrangements. Do not photograph, film or record children or staff without the required permission. Where personal photographs are permitted at an event, do not share images of other people's children online without their parent or carer's consent. Covert recording is not permitted; discuss any accessibility need for recording with school beforehand.

Where content is abusive or breaches privacy, we may ask for its removal, report it to the platform and seek advice or contact relevant authorities where appropriate.

6 Behaviour that is unacceptable

We will act where behaviour threatens safety, dignity or the running of school. Examples include shouting at someone aggressively; swearing at or insulting them; threats, intimidating gestures or blocking someone's movement; harassment; discriminatory or sexual comments; violence, spitting or physical punishment; deliberate damage; and abusive messages or repeated contact that amounts to harassment.

Smoking, vaping and taking illegal drugs are not permitted on the premises. Do not attend under the influence of alcohol or drugs where this affects safe behaviour. Do not bring or consume alcohol unless specifically authorised for an organised event.

7 How we respond to a breach

Our first priority is to keep children and adults safe. A member of staff may end a conversation or activity, ask someone to leave or seek assistance. Where a child is affected, we will follow safeguarding procedures and arrange appropriate support.

The Headteacher or delegated leader will record the concern, consider the available evidence and give the adult an opportunity to explain their account. We will consider the seriousness, context, impact, any previous incidents and relevant support or adjustments. Where appropriate, we will seek advice from the local authority or other relevant services.

Depending on the circumstances, our response may include a conversation, a written reminder or warning, an agreed communication arrangement, supervised appointments, restricted attendance at an activity, or withdrawal of permission to enter the premises. Serious incidents may require immediate protective action without a prior warning. We may contact the police or safeguarding services where appropriate.

A written warning or restriction will explain the behaviour causing concern, what is expected and the next steps. Responses will be proportionate and based on conduct and risk. A parent's complaint will continue to be considered through the appropriate procedure.

8 Restrictions on access to school

Parents normally have permission to enter the site for agreed purposes, such as collection, appointments and events. This does not give unrestricted access. We may withdraw or limit that permission where behaviour presents a risk to children or staff.

Where immediate protection is needed, the Headteacher may impose a temporary restriction while the adult is given an opportunity to respond. Otherwise, we will write explaining the proposed restriction and invite their account before deciding. Written notification will set out:

- The reasons, scope and start date of the restriction and whether it is temporary pending consideration of the adult's response.
- How and by when the adult can present their account and how the school will communicate its decision after considering that response.
- A review date within a reasonable period and how to request a review by the Chair of Governors through the school office.
- Arrangements for communication, access to school information and safe collection or drop-off.

An adult may request a review by writing to the Chair of Governors within ten days of notification. The Chair, or an appropriate governor who has not been involved in the decision, will consider the request. Reasonable adjustments or an extension can be requested where needed. Restrictions will also be reviewed on the date specified in the letter.

Parents must cooperate in making safe alternative collection arrangements. School will work with the family to agree practical arrangements that protect the child's education and wellbeing. An adult access restriction does not exclude their child from school.

Anyone subject to a restriction must follow it. If they enter without permission or cause a disturbance, school may seek police assistance. Any enforcement action will follow the relevant legal requirements.

9 Working together

Thank you for helping us keep Woolton a welcoming place for every family. By modelling respect and working through difficulties calmly, we give our children the example they deserve.

Read alongside the school's Complaints Procedure, Safeguarding and Child Protection Policy, Behaviour Policy and visitor arrangements.