



ST.ANNE'S COPP CHURCH OF
ENGLAND PRIMARY SCHOOL,
GREAT ECCLESTON



FAMILY & CARERS CODE OF CONDUCT POLICY



SEPTEMBER 2026

Approved by GB: September 2026
Next review due: September 2027

"Let us love, not in word, but in truth and action." (1 John 3:18)

In building solid foundations for every unique individual and putting God's love at the centre of all we do, our children learn to embrace our diverse world. We encourage our children to learn universally in order to understand our heritage and roots as a village, town, region and nation. Through strong community links, our children grow in **compassion** and **understanding**, **promote justice** and possess commitment and **aspire** to make a positive difference. We offer an ambitious curriculum that ignites **curiosity** along with high personal expectations that fosters **resilience** and which enables them to flourish. Our children are easily distinguished by the **courage** they show when making brave choices and understand the importance of becoming the very best versions of themselves.

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1. Purpose and scope

At St. Anne's Copp Church of England Primary School, Great Ecclestone, 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 school staff to help resolve any issues of concern (see Communications Policy)

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
- 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)
- 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 headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from our legal team regarding further action
- Bar 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 of conduct rests with the headteacher.

The headteacher will consult the chair of governors before banning a parent from the school site.

5. Phone Calls

A challenging phone call is one that is abusive or malicious, where the caller goes beyond expressing frustration or anger about a concern or their personal situation and begins to verbally attack the person handling the call. This may include swearing or threats against the individual or their family. Abuse may also relate to or be targeted towards a protected characteristic for example racial abuse, sexist or homophobic comments.

Where phone calls become challenging, staff will :

- Listen carefully to the caller; try to focus on what their call is about, especially if they are calling about a concern or problem
- Try to establish the key points so that you can help or direct them
- Try not to interrupt; give them time to explain the reason for their call and wait for a natural break in them doing so if you need to ask for additional information or to clarify any points
- Stay calm and be professional, patient and courteous at all times; you're just a voice at the end of the phone; you're not the real target, but you do represent the county council
- Try to empathise with the caller; use both open and closed questions to establish the facts
- Make an accurate note of any key information given
- Repeat key details back to the caller, to show you've listened and are genuinely trying to help
- Build trust and rapport
- Try not to jump to conclusions
- Try to see things from their point of view, avoid arguing or becoming defensive
- Use positive language that shows you are listening and interested in helping
- Assure them that you'll do your best to help but do not make any promises that are outside of your control
- Be realistic with any timescales you offer if you or someone else needs to call them back
- Try to establish what outcome or solution the caller is seeking, but again don't make promises for things that are outside of your control
- Escalate to a Senior Leader

If, despite the best efforts of staff, the abuse continues, we aim to give two warnings to request the behaviour is altered. Staff may choose to terminate the call if the caller does not modify their behaviour. Staff will not be expected to tolerate unacceptable, abusive, threatening or offensive behaviour