Parental Code of Conduct
Expectations for respectful behaviour

Approved by	Richard McCabe
Approval date	August 2026 (effective 1 September 2026); revised November 2026
Next review due	August 2027
Applies to	Parents, carers and visitors associated with registered pupils aged 7–16 at Grovehill and Gaddesden
Document status	Final
Proprietor/chair signature	

Related policies

Home–School Communication Policy
Behaviour Policy
Child Protection and Safeguarding Policy
Complaints and Compliments Policy
Equality Policy

Contents

Introduction..... 4
1. Respect for All.....4
2. Professional Boundaries..... 4
3. Zero Tolerance for Violent or Abusive Behaviour.....4
Behaviours that will not be tolerated..... 4
4. Social Media.....5
5. Conflict Resolution.....5
6. Support for a Safe and Positive Learning Environment.....5
7. Breaching the code of conduct.....5

Introduction

Safety, Empathy and Ambition guide how Redbourn Park School works with pupils, staff and families. We are committed to a safe, supportive, inclusive and ambitious special-school community. This code explains the conduct expected from parents and carers while protecting respectful challenge, accessible communication and the right to raise concerns.

1. Respect for All

We expect parents and carers to treat staff, pupils and other members of the school community with kindness, courtesy and respect. Mutual respect supports Safety, Empathy and Ambition. Communication in person, by phone, in writing or online should remain respectful and constructive, including when people disagree.

2. Professional Boundaries

We value open communication and maintain professional boundaries between staff and families. Parents and carers should use official school channels, such as the class email address or school office, and should not expect staff to respond outside their working hours. The school will provide reasonable communication adjustments and an accessible route where a standard channel is not suitable.

3. Zero Tolerance for Violent or Abusive Behaviour

Violent, threatening, abusive, discriminatory or harassing behaviour—whether physical, verbal, written or online—will not be tolerated. This includes aggression, threats, intimidation or harassment directed towards staff, pupils or families. The school will assess immediate safety and respond lawfully and proportionately; action may include asking a person to leave, restricting contact or calling the appropriate authorities. The following list gives examples.

Behaviours that will not be tolerated

- Shouting at or threatening members of staff, pupils or other parents and carers
- Swearing, or using offensive language including sexist, racist or homophobic comments
- Any language or actions that enable or promote extremist ideology or hate
- Disrupting, or threatening to disrupt, school operations, including events on the school grounds and sports team matches
- 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 or disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking or vaping where prohibited; being intoxicated; possessing, using or supplying illegal drugs; or misusing alcohol, medication or another substance on school premises, including in a vehicle while on site. This does not prohibit prescribed or emergency medication carried or used in accordance with the school's medical arrangements.
- Recording a conversation or meeting without informing all participants, except where recording has been agreed or is required as a reasonable adjustment. Requests to record will be considered fairly under equality and data-protection duties; the school will record its decision and offer an accessible alternative record where appropriate
- Sending food containing nuts or another identified allergen contrary to current site or pupil-specific medical information issued by the school. Parents and carers must follow the latest communicated arrangements; the school will provide accessible notice of material changes.
- Repeated incidents of disregarding school car park assistants at drop off or pick up times.
- Leaving a pupil unattended outside agreed supervision, transport or handover arrangements. Families must follow the current site-specific arrival and departure arrangements communicated by the school, with reasonable adjustments agreed where needed.

This list is not exhaustive.

Raising a concern, complaint, safeguarding report, request for SEND or EHC plan provision, reasonable adjustment, information or support will not be treated as misconduct merely because it is persistent or challenging. This code applies to conduct and communication, not the subject or outcome sought.

4. Social Media

The school recognises the benefits of appropriate social-media use and the potential harm caused by abusive, discriminatory, threatening or unlawful online content. Concerns or criticism expressed lawfully will not be treated as misconduct merely because the school disagrees with them. Where content may threaten safety, harass an individual, breach confidentiality or be unlawful, the school may preserve relevant evidence and take proportionate safeguarding, platform, legal or police action.

5. Conflict Resolution

Disagreements may arise and will be addressed through respectful, accessible communication. Parents and carers should normally contact the class team or school office, then the Headteacher, and may use the Complaints and Compliments Policy at any stage it permits. Nothing in this code prevents an immediate report to the designated safeguarding lead (DSL) or a DDSL, children's social care or the police where safeguarding or safety is at risk.

6. Support for a Safe and Positive Learning Environment

Parents and carers play a vital role in a safe, inclusive and respectful environment where every pupil can thrive. We ask families to support the school's Safety, Empathy and Ambition values and avoid behaviour at events, on school grounds or nearby that disrupts learning, dignity or safety.

7. 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:

- Invite the parent or carer to meet with a senior member of staff or the Headteacher, with reasonable adjustments and a supporter where appropriate
- Contact the police in cases of suspected criminal behaviour, or local authority children's social care about safeguarding concerns
- Send a warning letter to the parent
- Seek advice from the legal team regarding further action (in case of conduct that may be libellous or slanderous)
- Ban the parent from the school site

The school will respond proportionately. The Headteacher may take immediate temporary steps where necessary to protect safety. Any continuing restriction on site access or contact must be confirmed in writing by the proprietor/chair or an appointed board representative, state its reasons, scope, duration, alternative communication arrangements and review date, and allow the person a reasonable opportunity to make representations. If the proprietor/chair or the appointed board representative is personally involved or conflicted, an independent person with no prior involvement will review or decide the restriction. A restriction will not block safeguarding reports, SEND or EHC plan requests, reasonable-adjustment requests or use of the Complaints and Compliments Policy.
Thank you for your continued support.