



Christ Church Hanham CE Primary School

Nurture with love - Grow through knowledge and wisdom - Flourish in hope

Parent/ Carer/ Visitor Code of Conduct

Author/Person Responsible	Headteacher
Date of Ratification	11 th May 2026
Review Group	SLT
Ratification Group	FGB
Review Frequency	Two yearly
Review Date	By 30 th April 2028
Previous Review Amendments/Notes	<i>Page 4: Added in reference to unreasonable and persistent complaints as specified in Complaints Policy</i>
Related Policies	Behaviour Policy Child Protection and Safeguarding Policy Staff Code of Conduct Complaints Policy
Chair of FGB	<i>O. Coltman</i>



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Context

At Christ Church Hanham CE Primary, relationship and expectations for behaviour and conduct are rooted in our Christian vision of Nurture with love- Grow through knowledge and wisdom- Flourish in hope.

Our Behaviour Policy states: *“Christ Church Hanham CE Primary School is committed to creating an environment where exemplary behaviour is at the heart of productive learning. Everyone is expected to maintain the highest standards of personal conduct, to accept responsibility for their behaviour and encourage others to do the same.*

As a Church of England School, our behaviour policy, and associated approach to supporting behaviour, is rooted in our core vision of Nurture- Grow- Flourish; it is a primary aim of our school that every member of the school community feels valued and respected, and that each person is treated fairly and well, respected as a unique individual. We are a caring Christian community, whose values are built on mutual trust and respect for all. Our behaviour policy reflects our Christian distinctiveness and the values which guide our approach to behaviour are rooted firmly within the Christian values of the school.

The school behaviour policy is therefore designed to support the way in which all members of the school can live and work together in a supportive way. It aims to promote an environment where everyone feels happy, safe and secure through the teaching of respectful behaviour, relationships and a partnership approach to managing poor conduct and dynamic interventions that support staff and learners.”

In order to successfully model and lead by example, we hold the same high expectations for behaviour and conduct from all of our parents, carers and visitors. At Christ Church Hanham, we believe in the notion of building a strong team where home, school and the community work effectively together to provide the best possible experience for every child and adult within our school family.

Alongside our vision and ethos, our six core Christian values underpin all that we do at Christ Church Hanham. Through friendship, hope, peace, forgiveness, respect and compassion, we aim to create a safe and nurturing environment for every member of our community.

We fully acknowledge that as humans, we will sometimes act and respond in the moment. The aim of this guidance is to frame our collective expectations and responsibility for ensuring that relationships, behaviour and conduct are always rooted in our vision and values. By doing so, we can ensure that even difficult conversations can be held with dignity and respect for each other.



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Guiding Principles

Rooted in the Christian vision, values and ethos of the school, all parents, carers and visitors are reminded of the following points:

- Where a parent/ carer/ visitor feels there is a concern or an issue, ensure that this is communicated via the proper channels and in a timely manner
 - Where there is a concern or issue about your child, the class teacher is the first point of contact
 - Where there is a concern about a member of staff, a member of the leadership team is the first point of contact
 - Where you have a safeguarding concern, please ask to speak to the Designated Safeguarding Lead
- Minor concerns or questions can be asked before or after school when the teachers are present. For anything that requires a more in-depth conversation, please telephone/email the school office to make an appointment with the relevant member of staff
- Interactions are rooted in trust that we all have the best intentions and begin from a questioning stance rather than an accusatory stance
- Conversations (face to face meetings/ telephone/ email) are honest in content and respectful in manner
- All interactions are conducted using appropriate language and behaviour
- We are a team; teachers and parents/carers need to work together for the benefit of the child
- Treat one another with dignity and respect at all times

In order to support a safe and nurturing school environment, where all interactions are conducted with dignity and respect, the following behaviours will not be tolerated:

- Shouting and/or using offensive or derogatory language towards any member of the school community, either in person, on the telephone or via email
- Verbal aggression, threats or intimidating behaviour towards any adult member of the school community
- Physical aggression, threats or intimidating behaviour towards any adult member of the school community
- Verbal or physical aggression, threats or intimidating behaviour towards another parent/carer/visitor on school site
- Verbal or physical aggression, threats or intimidating behaviour towards someone else's child on school site including approaching/speaking to another child in relation to a concern your own child may have raised about them
- Verbal or physical aggression, threats or intimidating behaviour towards your own child on school site
- Sending abusive or threatening emails/ text/ voicemail/ phone messages or other written communications within the school community
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/ parents/carers/ staff/ governors on Facebook or other social media sites (please see Appendix 1)
- Disruptive behaviour which interferes or threatens to interfere with any of the schools operation or activities anywhere on the school premises including, but not limited to, the school's car park
- Breaching the school's security procedures e.g. climbing fences, entering via unpermitted access routes
- Engaging in unreasonable or persistent complaints. Please see Complaints Policy.



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Should any of the above occur on school premises, the adult(s) involved will be asked to stop and leave the school site immediately. Should any person not leave the site when instructed, the school may have no other option than to contact the police.

Any incident, which is in breach of this Code, will be reported to the Headteacher who will make contact with the parties involved and decide on the appropriate next steps in order to uphold this Code.

Possible outcomes following a breach of this Code of Conduct:

- Reminder about expected behaviour and conduct
- Issuing of a school site ban for a specific period of time
- Referral to the police

Thank you for following and abiding by this Code of Conduct in order to uphold the vision, values and expected behaviour and conduct of our school family and community.

Together, we can create a safe and positive environment, rooted in dignity and respect, not only for the children but for all staff, families, visitors and members of our community.

Note: Please can we ask that parents/carers ensure they make all persons responsible for collecting their children aware of this policy.



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APPENDIX 1

Inappropriate use of Social Network sites

Social media sites are being used increasingly to fuel campaigns and complaints against schools, school staff and in some cases, other parents and pupils.

The Governors of Christ Church Hanham CE Primary School considers the use of social media websites being used in this way as unacceptable. Any concerns you may have about the school or your child/ children must be made through the appropriate channels by speaking to the class teacher, the Headteacher and then if required, the Chair of Governors, where they will be dealt with fairly, appropriately and effectively for all concerned.

Parents are personally responsible for the content that they post, share or respond to online and all information is considered representative of your views and opinions and not that of Christ Church Hanham CE Primary School.

Postings and other online conversations are not private. Do not share confidential information, internal school discussions or specific information about children, staff or other parents.

We encourage all members of the school community to set and maintain high ethical standards in their use of social networking. Be respectful of the opinions of others in your posts or comments and, under no circumstances, should offensive comments be made about children, parents, staff or the school in general.

Your posts and comments should help others build and support the school community. Do not comment on, nor forward, unsupported information, as this can result in unsubstantiated allegations and rumours being spread. We kindly ask that you also refrain from posting any complaint or concern you have about your own child. As always, please follow the school's procedures by, at first, discussing any concern with your child's class teacher.

Libellous or Defamatory posts

In the event that a member of the school community is found to be posting libellous or defamatory comments on social media sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report content or activity which breaches this. The school will also expect that any such comment is removed immediately.

Cyber Bullying

We take very seriously the use of cyber bullying by one child or a parent to publicly humiliate another by posting an inappropriate social media content. We will take and deal with this as a serious incident of school bullying.

Agreed by Full Governing Body