Parent/Carers/Visitors Code of Conduct

2025 - 2027

‘Because Children Deserve Better’

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1. Purpose and scope

At Pivot, we believe it's important to:

- Work collaboratively with parents/carers to support their child's learning
- Create a safe, respectful and positive environment for learners, staff and parents/carers
- Model appropriate behaviour for our learners 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 learners (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 Learner
- Anyone caring for a child (such as a family member or child-minders)

2. Our expectations of Parents/Carers/Visitors

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 learners
- Work in partnership with the school to encourage and support school attendance
- Treat all members of the school community with respect – setting a good example with use of appropriate language and behaviour
- Seek a peaceful solution to all issues
- Address 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
- Contact school/staff during the hours of 8.30am – 4.30pm Monday to Thursday. 8.30am – 2pm on Friday. Please see individual school information for telephone numbers. Out of hours please leave a message and someone will get back to you.

3. Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, school operations (including school events on and off the school grounds)
- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, learners or other parents
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email, social media or any other communication system used by the school
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms or school communication systems

- 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, vaping or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)

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/carer about the incident.

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

- Invite the parent/carer into school to meet with a senior member of staff or the headteacher
- Send a warning letter to the parent/carer
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from our legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent/carer from the school site
- Cease placement for their child

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, in some circumstances, this may be in collaboration with Pivot Directors.

The headteacher will consult the Directors before banning a parent from the school site or ceasing a child's placement.

5. Linked policies

This Parent Code of Conduct is linked to the following policies:

- School Behaviour Policy
- Staff Code of Conduct
- Parents/Carers Complaints Procedure Policy