



Parent and Carer Code of Conduct

At Ashdene Primary School, we are committed to providing an environment where **every child can thrive academically, socially and emotionally**. Our core values—**Resilience, Empathy, Positivity, Self-Awareness, Excellence, Communication and Teamwork**—are central to our vision and guide how we work together as a school community.

We believe that strong, respectful relationships between school and home are essential. By joining our school, parents and carers agree to uphold this Code of Conduct to support the best possible outcomes for all children.

🗨️ Communication & Respect

- Communicate respectfully with all members of the school community—staff, pupils, other parents and visitors—both in person and online.
- Use appropriate language and tone in all communications.
- Direct any concerns or queries through the appropriate channels (e.g., class teacher, senior leadership) and allow time for a professional response.
- Understand that children's accounts of events may not always reflect the full picture; we ask parents to check and clarify any concerns with school staff before drawing conclusions or taking action.
- Respect that decisions made by school leaders and staff are taken in the best interests of all pupils. These may not always align with personal opinions—for example, in relation to sports team selection, class groupings or rewards—but we ask that families trust in the fairness and integrity of these decisions.
- Refrain from gossip, public criticism or social media posts that may damage the reputation or wellbeing of staff, pupils or families.

🤝 Partnership with School

- Support the school's vision, values and policies, including behaviour, uniform and learning expectations.
- Ensure your child attends school regularly and punctually, and notify the school promptly in the case of absence.
- Avoid taking holidays during term time, in line with national expectations and school policy. Absence disrupts learning and can impact a child's confidence and progress.
- Attend meetings and events, engage with your child's learning, and support home learning activities where appropriate.
- Work in partnership with the school to address any issues relating to your child's behaviour, learning or wellbeing.
- Take care of school property, including reading books, resources, exercise books and equipment sent home. Parents are asked to ensure these are looked after and returned in good condition at the requested time to support learning for all pupils.



Safeguarding & Conduct

- Follow all school procedures related to safety and safeguarding, including site access, mobile phone use and reporting concerns.
- Do not allow your child to ride bikes or scooters on the school site. These must be walked in and parked at the designated area near the main entrance.
- Dogs are not permitted on the school site, including being carried, with the exception of recognised assistance dogs.
- Park safely, respectfully and legally around the school site at all times, considering the safety of pupils, families, and our neighbours.
- Never approach or reprimand another child. Raise any concerns with staff so they can be addressed professionally and sensitively.
- Respect the school's safeguarding obligations by keeping concerns private and using proper channels to raise them.

Online Conduct

- Use social media, messaging apps (including WhatsApp), and online forums responsibly and respectfully.
- Refrain from posting or sharing negative, unverified or inappropriate content relating to the school, staff, other pupils or families.
- Do not discuss other children in class or individual incidents on WhatsApp or similar platforms. Concerns about any pupil should be raised directly with the school, not shared in group chats.
- Do not share images of children taken at in school events other than your own without explicit permission from the school.
- Respect the privacy of staff, children and families at all times.

Unacceptable Behaviour

The following behaviours are not acceptable and may result in restricted access to the school:

- Aggressive, abusive or threatening behaviour towards staff or others
- Discriminatory or inflammatory language
- Repeated disregard for school policies or procedures
- Misuse of social media to criticise or undermine the school or individual

Agreement

By accepting a place at Ashdene Primary School, parents and carers agree to uphold this Code of Conduct and to model the school's values—**Resilience, Empathy, Positivity, Self-Awareness, Excellence, Communication and Teamwork**—in all interactions with the school community.

Together, we ensure every child has the best chance to succeed.