



Westways Primary School

Parent/Carer Code of Conduct

September 2026

This policy will be reviewed every year

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Our vision and core values

This code of conduct has been created to support our vision statement and core values:

We enjoy therefore we achieve

Our love of learning inspires us to achieve and by nurturing our shared core values, we are prepared for, and to make a difference in, the wider world.

Westways Core Values: Aspiration; Empathy; Independence; Resilience; Respect; Citizenship

Our values are the things that we believe are important in the way we live. They help us to...

- Form our attitudes;
- Guide our choices;
- Influence our behaviour.

Purpose and scope

We welcome all parents and carers to Westways Primary School, recognising that we work in partnership with them to provide the best possible school experience for their children.

Westways staff are here to help the children achieve high standards in their work and behaviour in a calm and safe environment. Staff will work together with parents/carers at all times.

At Westways Primary school, we believe it's important to:

- Work in partnership with parents/carers to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, staff and parents/carers
- 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 & Relationships Policy).

This code of conduct aims to help the school work together with parents by setting guidelines on appropriate behaviour.

We use the terms 'parents' and 'carers' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

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 behaviour and communication
- Support the approach set out in our Behaviour and Relationships Policy
- Attend meetings in school to discuss their child's behaviour (if required)
- Inform staff of any factors that might affect their child's behaviour and wellbeing at school

- Pick up the phone - it might be positive!
- Seek a peaceful solution to all issues
- Positively support their own child's behaviour, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern

Behaviour that will not be tolerated

Our staff expect to be treated with respect and courtesy and will not accept abusive or inappropriate behaviour from parents/carers or visitors to the school. Behaviours that will not be tolerated include:

- 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 concerns 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)
- Bringing dogs onto the school premises (other than guide dogs)

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/carer
- Invite the parent/carer 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 the local authority's legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent/carer from the school premises (anyone who is abusive towards staff or others may be banned from the school premises and could be prosecuted)

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 co-chairs of governors before banning a parent from the school site.