

Dear Parents and Carers,

As you will have seen in our recent Ofsted report, the children's behaviour was highlighted as exceptional, something that we are extremely proud of. This reflects the strong, consistent approach we take as a school to promoting positive behaviour, supported by a clear code of conduct for staff and pupils.

We would now like to extend these same values to our wider community of parents and carers. The vast majority of our families model respectful and positive behaviours, setting a fantastic example for our children. However, a very small minority continue to behave in ways that do not align with the values of our school.

While we understand that parents may occasionally have concerns, communication must always remain respectful and proportionate. If a member of staff is made to feel upset or intimidated during any interaction, the school will intervene to support the parent in reflecting on their conduct. Depending on the nature and severity of the behaviour, we may need to take further steps. The school may seek advice from the Trust or Local Authority to consider appropriate next steps in the best interests of the pupil's education and wellbeing.

We appreciate the enthusiasm and involvement of parents at our events, such as school trips, assemblies, sports days, and end-of-year celebrations. Please remember that these are primarily designed for the children. While we welcome parental participation, attendance is not compulsory and we ask that everyone respects the organisation, limitations, and purpose of these events.

If concerns arise around the organisation of events, such as seating, timings, or ticket allocations, we kindly remind parents to approach these matters with understanding. Resources are limited, and our priority is always the children.

Parents who engage in persistent or inappropriate communication may be issued with a formal warning and in some cases, specific restrictions may be put in place. These could include:

- Only being able to communicate in writing
- Being assigned a designated member of staff for communication
- Restrictions on attendance at certain events
- A temporary or permanent ban from the school site

We are always happy to listen and work collaboratively when concerns are raised appropriately, with the children's best interests at heart. Parents choose the schools their children attend and our staff work tirelessly to ensure that our school remains a safe, respectful and nurturing environment. In rare circumstances, where a parent continues to feel unhappy or finds that their expectations are not aligned with the school's values or approach, we recognise that parents do have the right to consider whether another educational setting may better meet their family's needs. Our aim, however, will always be to work constructively together in the best interests of the child.

We have recently revised our Code of Conduct for Parents and Carers, developed in consultation with pupils, staff and families. It aligns with our Behaviour and Relationships policy, playground expectations, and staff code of conduct. We ask that all parents, carers, and visitors familiarise themselves with it and commit to upholding these shared standards.

Let us all remember to model kindness and respect. Our staff's primary responsibilities are the safety and education of your children.

Together, we can continue to build a school community that is as exceptional as the children we serve. We understand that people may face personal challenges from time to time, and our staff are here to listen and support, but we ask for the same compassion and understanding in return.

Thank you for your continued support.

Staff and Pupils at Bannockburn Primary School

Parent and Carer Code of Conduct

Bannockburn Primary School

At Bannockburn Primary School, we are incredibly proud of the high standards we set for ourselves and our children. Our pupils are regularly praised for their exceptional behaviour, and this is no accident. It is the result of a strong partnership between school, home, and the wider community, built on mutual respect, shared values, and a belief in the potential of every child.

We are committed to ensuring that every child is valued and feels safe. We aim to achieve this by listening to children, delivering outstanding teaching and pastoral care, fostering a calm and purposeful learning environment, and working closely with parents/carers to support pupil progress.

As a school, we combine kindness and high expectations. This approach only works when supported consistently at home. We ask all parents and carers to model the values we promote in school and uphold the same standards in their communication and conduct. Behaviour that consistently causes discomfort, tension, or distraction such as repeated negative commentary, confrontational interactions, or persistent criticism within the school community is not aligned with this expectation. Concerns should be raised constructively and through appropriate channels, so that we can work together effectively to support the school community.

Our Expectations of Parents and Carers

We ask parents and carers to:

- Support the school's behaviour expectations and ethos at all times
- Communicate respectfully and constructively with staff.
- Encourage their child to take responsibility, show kindness, and aim high
- Provide a home environment that promotes a positive view of education and strong routines
- Help children engage fully with the wider life of the school, including clubs, events and enrichment activities

In addition, we ask all parents and carers to actively promote the school's values by:

1. **Regularly praising your child** - help them believe in themselves and learn from setbacks.
2. **Ensuring punctual attendance** every day and promoting excellent attendance at school
3. **Providing a quiet, distraction-free space at home** to talk about what they have learned each day, and make time for reading and homework.
4. **Setting clear routines for rest**—including a set bedtime that allows for maximum sleep and removing screens from bedrooms.
5. **Embedding a consistent morning routine**, including breakfast and timely arrival at school.
6. **Monitoring screen time**—we recommend no more than 30 minutes on school nights and 60 minutes at weekends once work is complete. Help your child stay safe online.
7. **Reading with and in front of your child**, helping to nurture a lifelong love of reading.
8. **Attending school events**, including parents' evenings and community celebrations.
9. **Engaging with school communications**—check the app (WEDUC) and school website, read letters, and keep your contact details up to date.

Unacceptable Behaviour

We are committed to maintaining a safe, inclusive, and respectful environment for all. The following behaviours are examples that are not acceptable and are considered a breach of the Code of Conduct:

- Disruptive, aggressive, or intimidating behaviour towards staff, pupils, or other parents
- Use of offensive, profane, or inappropriate language
- Repetitive, accusatory, or excessively demanding communication (persistent and vexatious)
- Individual complaints based solely on individual preferences, rather than the collective good or the best interests of children
- Threats, intimidation, or physical aggression
- Posting defamatory, derogatory or offensive comments or photos about the school, staff, or pupils online
- Approaching another person's child to challenge or discipline them
- Damaging school property or refusing to follow event protocols
- Smoking, consuming alcohol, or using illegal substances on or near school grounds
- Bringing dogs onto the school premises (except guide dogs)

Communication and Contact

We believe in open, constructive communication. However, we are not obliged to respond to communication that is repetitive, accusatory, or places unreasonable demands on staff time.

While AI tools can be helpful, please be aware that many AI-generated communications include formal or legal-style language which is often inaccurate and unnecessary. This can take staff significant time to interpret and extract the key issue being raised. We therefore ask that all communications are written in your own voice and words, to support clearer, more productive collaboration between home and school.

While we aim to respond to most enquiries within 24 hours, the school reserves the right to take up to 5 working days to respond. We are not obligated to respond to every email, especially if the tone is repetitive, accusatory, or overly demanding.

Parental Access and Events

Our school regularly welcomes parents to join us for events, such as assemblies, performances, and end-of-year celebrations. However, these are primarily for the children's benefit and are not automatically open events. We ask that all parents attending events:

- Respect the organisational arrangements (e.g. timings, ticket limits, seating)
- Approach staff with courtesy and understanding
- Remember that attending such events are a privilege, not an entitlement and should be treated with courtesy.

What Happens if the Code is Broken?

In the event that the Code of Conduct is not followed, there may be:

1. **Informal Discussion** – A senior member of staff will meet with the parent to clarify expectations.
2. **Formal Warning Letter** – A written warning may be issued and a meeting arranged.
3. **Access Restrictions** – Parents may be temporarily restricted from school premises or events.
4. **Banning from the School Site** – It is enough for a member of staff or a pupil to feel threatened.

Right to Appeal:

If a parent or carer wishes to appeal a decision made under this Code of Conduct, including any access restrictions or bans, they may do so via the school's formal complaints procedure. This is available on our website or upon request from the school office.

Statutory Entitlements

Even when access is restricted, parents will continue to have access to:

- Feedback on their child's progress
- Information about the curriculum
- The right to participate in governor elections

Agreement

Please sign and return this section to confirm that you have read and agreed to the Parent and Carer Code of Conduct. While we encourage all families to sign, please note that by accepting a place at our school, all parents and carers are expected to adhere to this Code, whether or not a signed agreement is returned.

Parent/Carer Name: _____

Child/Children's Name(s): _____

Please tick:

I agree to follow the Parent and Carer Code of Conduct.

I understand that failure to do so may result in actions being taken as outlined in this policy.

Signature: _____

Date: _____

Data Protection:

The information collected in this form will be handled in accordance with our Data Protection Policy and the UK General Data Protection Regulation (UK GDPR). It will be stored securely and only used for the purpose of upholding the Parent and Carer Code of Conduct. A copy of our policy is available on request.