

CAMS HILL SCHOOL
PARENT/CARER CODE OF CONDUCT
CHS021



Non-Statutory

Last Reviewed: 21 January 2026

Review Period: Annually

Ratified by Governors: n/a

Next Review Date: 21 January 2027

Change Log

- 21.01.26 Clarification of all interactions this policy applies to added.
Behaviours that will not be tolerated updated to include discriminatory language and behaviour.

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Purpose and Scope

At Cams Hill School, we believe it is important to work in partnership with parents and carers to support their child's learning. This partnership helps to create a safe, respectful and fully inclusive environment for pupils, staff and parents/carers, where appropriate behaviours are modelled for our pupils at all times. To help us do this, we have clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the Code of Conduct), pupils (through the Good Behaviour Policy) and parents/carers through this Parent/Carer Code of Conduct.

Throughout this policy, we use 'parents/carers' to refer to anyone with parental responsibility for a pupil and anyone caring for a child and the policy applies to all interactions with the school community, including on school premises, at school events, and in all written, verbal and online communications.

Expectations of Parents and Carers and Other Visitors

We expect parents, carers, or anyone caring for a child who is a pupil at Cams Hill School to:

- Respect the vision, ethos and values of the school.
- Work together with staff in the best interests of all pupils.
- Treat all members of the school community with respect – setting a good example with all behaviours demonstrated (verbal, written, non-verbal).
- Seek a peaceful solution to all issues.
- Correct their own child's behaviour (or the behaviour of those in their care), particularly in public where it could lead to unkindness, conflict, aggression or unsafe conduct.
- Approach the right member of staff to help resolve any issues of concern; this may mean that the Headteacher is not involved immediately as there may be other staff better placed to resolve the issue in the first instance.
- Avoid using inflammatory comments or statements. The tone of any concern raised should always remain courteous and respectful. Emotive and accusatory words such as 'disgusting', use of capitals or defamatory statements should not be included.
- Address concerns to the person who was most heavily involved in the matter raised, unless it is of a very personal nature to do with that staff member, in which case it should be addressed to the Curriculum Leader. A full staff list and their role in the school is available on the school's website.
- Ensure that the concern raised reflects all current information available; the assumption should be that there may be more information to take into account from both the school and the child's perspective before reaching a conclusion. Parents/carers should seek to ascertain further information from the school directly.
- Be aware that a parent/carer represents their own views and should not seek to present as a self-appointed spokesperson for others.

Behaviours That Will Not Be Tolerated

- Disrupting or threatening to disrupt school operations (including events).
- Swearing or using offensive language.

- Using/displaying discriminatory, racist, sexist, homophobic, transphobic or otherwise prejudicial language/behaviour.
- Speaking in a raised voice in a conversation with any member of school staff (in person or over the phone).
- Displaying a temper or shouting at members of staff, pupils or other parents/carers.
- Threatening a member of the school community.
- Sending abusive messages to another member of the school community (eg text, email, social media message) about a school related matter.
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community online/on social media platforms.
- Threatening Cams Hill School with 'the press', and/or making a referral to OFSTED or highlighting the concern with Hampshire Local Authority prior to the school responding to the concerns raised. The Gateway Trust's Complaints Procedure Policy sets out the framework for action should a parent/carer be dissatisfied with the school's response.
- Any physical behaviour by a parent/carer towards their child.
- Any aggressive behaviour (verbal or in writing) towards another child or adult.
- Disciplining another person's child. Behaviour incidents must be brought to the attention of a member of staff.
- Smoking or drinking alcohol on the school premises (except alcohol permitted under licence at a specific social event).
- Possessing or taking drugs (including legal highs).
- Bringing dogs onto the school premises (other than PAT/Guide dogs).
- Arriving on school site unannounced and demanding to see a member of staff immediately.

Breaching the Code of Conduct

If Cams Hill School suspects, or becomes aware that a parent/carer has breached the Code of Conduct, the school may gather information from those involved and speak with the parent/carer about the incident.

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

- Send a warning letter to the parent/carer along with a copy of the Code of Conduct for reference, identifying the breach and requesting that this does not reoccur.
- Invite the parent/carer to meet with a senior member of staff (once in receipt of the warning letter).
- Contact the appropriate authorities (particularly in the event of safeguarding concerns or any suspected criminal behaviour).
- Seek advice from the school's legal team regarding further action where applicable (particularly in cases where conduct may be libelous or slanderous).
- Ban the parent or carer from the school site.

Meetings will be arranged where and when it is deemed necessary. Concerns around safety or child protection will be dealt with immediately, otherwise appointments with a member of staff will need to be made in advance.

Any concerns received, written or verbal, which do not comply with our expectations will be returned unattended until the communications meet the expectations outlined above. Parents/carers who breach the terms will be subject to restricted access to staff.

Cams Hill School will always respond to an incident in a reasonable and proportionate way. The final decision on how to respond to any breach of the Code of Conduct rests with the Head of School and the Headteacher.