



Crawley Ridge Junior School

Code of conduct for parents, carers and visitors policy

Effective from: September 2025

Review: Autumn 2027

Headteacher: Mrs Vicky Egan

Introduction

Crawley Ridge Junior School is a caring, inclusive, and high-achieving community. We believe that children learn best in a safe, supportive environment built on mutual respect, trust, and strong partnerships between home and school.

We expect high standards of behaviour from all pupils, and staff are committed to acting with professionalism and care at all times. The positive engagement and cooperation of parents and carers are essential to maintaining this high standard and to supporting the wellbeing and success of every child.

This *Code of Conduct for Parents, Carers and Visitors* has been adopted and approved by the Governing Body. It serves as a reminder of the conduct expected from all adults who are part of our school community. It outlines both the behaviours we encourage and those that will not be tolerated.

This policy complements the school's **Complaints Policy**, which sets out how parental concerns or complaints will be handled sensitively, fairly, and constructively. (See the school website or contact the school office for details.)

Expectations

We expect parents, carers, and (where appropriate) visitors to:

- Respect and support the caring ethos, values, and aims of Crawley Ridge Junior School.

- Work together with staff in the best interests of their children.
 - Treat all members of the school community with respect, using appropriate language and behaviour at all times.
 - Approach the school calmly and appropriately to resolve any concerns.
 - Seek to clarify their child's account with the school's view in order to promote a fair and peaceful resolution.
 - Model positive behaviour and reinforce good conduct in their own children, especially in public situations where behaviour may otherwise lead to conflict or distress (avoiding the use of teachers or school as a "threat").
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Unacceptable Behaviour

To maintain a peaceful and safe school environment, Crawley Ridge Junior School will not tolerate parents, carers, or visitors engaging in the following:

- Disruptive or inappropriate behaviour which interferes with or threatens to interfere with the school's operation or activities on or near school premises.
 - Approaching another parent, carer, or child to discuss or chastise them regarding issues between children (such actions may be deemed harassment or assault). Concerns should always be raised with school staff.
 - The use of loud, aggressive, or offensive language, shouting, or displaying temper.
 - Threatening, intimidating, or harassing any member of staff, visitor, fellow parent/carer, or pupil.
 - Using physical or verbal aggression towards another adult or child, including physical punishment of one's own child on school premises.
 - Any other behaviour that could be considered inappropriate, offensive, or abusive.
 - Sending abusive, threatening, or harassing emails, texts, voicemails, or other communications to any member of the school community.
 - Making defamatory, offensive, or derogatory comments about the school, its staff, pupils, or parents on social media or online platforms (see Appendix below).
 - Damaging or destroying school property.
 - Smoking, taking illegal drugs, or consuming alcohol on school premises (alcohol may only be consumed during authorised events).
 - Taking photographs, videos, or audio recordings on school premises without prior permission from the Headteacher or designated staff.
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Consequences of Breach

If issues cannot be resolved reasonably, the school reserves the right to:

- Ban the parent, carer, or visitor from entering school grounds.
- Contact the Local Authority or legal representatives.
- In serious cases, refer the matter to the police.

The school will always seek to act fairly, but it also has a duty to safeguard its pupils, staff, and wider community.

We thank all parents, carers, and visitors for their cooperation in maintaining a respectful and positive school environment and ask that anyone responsible for collecting children is made aware of this policy.