



Live, Love, Learn, Littletown

Littletown Primary Academy

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Parent Code of Conduct

(including appropriate use of social networking and online platforms)

**This Policy was adopted by the Full Governing Body of
Littletown Primary Academy**

On: 16th December 2025

Date Policy to be reviewed on: Autumn 2026

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1. Purpose and scope

At Littletown Primary Academy, we believe it's important to:

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

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

We use the term 'parents' to refer to:

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

2. 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 speech and behaviour
- Seek a peaceful solution to all issues
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern

3. Behaviour that will not be tolerated

- 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
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- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms (see Appendix A - Parental Use of Social Media and Online 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 incidents to a member of staff's attention
- Smoking 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)

4. 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
- Invite the parent 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 from the school site

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 chair of governors before banning a parent from the school site.

5. Links with other policies

This policy is linked to our:

- Behaviour policy
- Child Protection and Safeguarding policy
- Anti bullying policy
- AI policy
- E-Safety policy
- Complaints policy & procedure

Appendix A – Parental Use of Social Media and Online Platforms

Social networking sites such as Facebook, Twitter, WhatsApp, Instagram and Snapchat are widely used. This type of media allows people to communicate in ways that were not previously possible.

They have potential to enhance the learning and achievement of pupils and enable parents to access information about the school and provide feedback efficiently and easily. In addition, the school recognises that many parents and other family members will have personal social networking accounts, which they might use to discuss/share views about school issues with friends and acquaintances.

At times, such sites can be inappropriately used by some as a means of expressing negative or offensive views about schools, their staff and members of the school community. This appendix sets out this school's approach to parental use of such sites and sets out the procedures we will follow and action we may take when we consider that parents have used such facilities inappropriately.

Littletown Primary Academy will,

- Encourage social networking sites to be used in a beneficial and positive way by parents
- Safeguard pupils, staff and anyone associated with the school from the negative effects of social networking sites
- Safeguard the reputation of the school from unwarranted abuse on social networking sites
- Clarify what the school considers to be appropriate and inappropriate use of social networking sites by parents
- Set out the procedures the school will follow and actions it will take where it considers parents have inappropriately or unlawfully used social networking sites to the detriment of the school, its staff, pupils or anyone else associated with the school.

APPROPRIATE USE OF SOCIAL NETWORKING SITES BY PARENTS

As a guide, individuals should consider the following prior to posting any information on social networking sites about the school, its staff, its students, or anyone else associated with the school:

- Is the social networking site the appropriate channel to raise concerns, give this feedback or express these views?
- Would private and confidential discussions with the school be more appropriate? Serious allegations or concerns should not be raised on these sites; individuals being named and abusive comments made may be escalated under the school's safeguarding and data protection procedures.
- Are comments likely to cause emotional or reputational harm to individuals which would not be justified, particularly if the school has not yet had a chance to investigate a complaint.
- The reputational impact that the posting of such material may have to the school, any detrimental harm the school may suffer as a result, and the impact it may have on pupils' learning.
- Those posting comments should consider the impact on children and their peers such as social isolation, victimization, exclusion from friends, anxiety and embarrassment.

INAPPROPRIATE USE OF SOCIAL NETWORKING SITES BY PARENTS

Although social networking sites may appear to be the quickest and easiest way to express frustrations or concerns about the school (and those associated with it), it is rarely appropriate to do so. Other channels,

such as a private and confidential discussion with the school, or using the school's formal complaints process are much better suited to this. The school considers the following examples to be inappropriate uses of social networking sites. (This list is non-exhaustive and intended to provide examples only)

- Making allegations, complaints, defamatory statements or offensive comments about staff or pupils at the school
- Posting racist/discriminatory comments
- Posting comments which threaten violence
- Use of personal data, photos, images, addresses or identifying details (including tags) without the individual's explicit consent prior to publication
- Raising or discussing matters about which there is an investigation or enquiry
- Parents allowing children to use social networking/internet sites in an inappropriate manner or that is not age-appropriate. It is expected that parents/carers explain to their children what is acceptable to post online and to monitor their children's online activity in order to support the ongoing work of the school.

PROCEDURE THE SCHOOL WILL FOLLOW IF INAPPROPRIATE USE CONTINUES

- As a first step the school will always ask to discuss the situation with the parent/carers to try to resolve the matter and ask that the relevant information is removed from the site.
- Set out the concerns in writing, giving a warning and requesting that the material is removed.
- Take legal advice and/or legal action where the information posted is defamatory or if the circumstances warrant this
- Contact the Police where appropriate (for example where a crime has been committed, or there is a racist, obscene, violent element)
- If the inappropriate comments have been made on a school-managed website, app or online platform, action will be taken to restrict access, remove content and secure the platform against further misuse
- Contact the host/provider of the site to make a formal complaint and ask for removal of information
- Take legal action against the individual
- Retain copies of relevant posts, images, comments, and digital content as evidence. This will be handled in accordance with data protection laws.
- Take any other action it may deem appropriate after seeking advice.