The Parkside School
learn grow thrive

Parent/Carer Code of Conduct

Approved by:	Mrs C Ellis-Gage Head Teacher	**Date:** December 2025
Signed:		
Next review :	December 2026 John Habershon Deputy Head	

Parent/Carer Code of Conduct

The Parkside School is committed to providing a safe, respectful, and supportive environment for all students, staff, and parents/carers. Due to the complex needs of our students, mutual respect and clear, positive communication between home and school are essential for every child's success.

This Code of Conduct outlines the standards of behaviour expected from all parents and carers when interacting with the school community, on school grounds, or online.

1. Core Principles of Respect and Partnership

We believe that a strong partnership between home and school is vital. This requires treating everyone with dignity and respect at all times.

A. Respect for All Staff and Volunteers

- Treat all members of the school staff, including teachers, teaching assistants, therapists, administrative personnel, visitors and local residents with courtesy and respect.
- Understand that complex needs provision often involves stressful and challenging situations, and staff are working to the best of their abilities.
- Refrain from using aggressive, offensive, or intimidating language, whether verbal, written, or implied (e.g., through body language or tone).
- Avoid making defamatory, critical, or abusive comments about staff, other parents/carers, or students on social media, in public forums, or in private communication groups (e.g., WhatsApp).

B. Respect for the School Environment and Property

- Respect school property, equipment, and resources.
- Adhere to all school rules, including those concerning parking, drop-off/pick-up procedures, and entry to the school buildings.
- Ensure any requests or demands are reasonable, proportionate, and made through the appropriate communication channels (see Section 2).

C. Respect for Pupil Safety and Well-being

- Never approach or address another pupil in a confrontational or aggressive manner. Any concern regarding another child's behaviour or interaction must be directed to a staff member immediately.
- Adhere to confidentiality. Avoid discussing specific details about other

children, their complex needs, or their families with anyone outside of school staff.

2. Guidance for Raising Concerns Politely and Respectfully

When concerns arise it is crucial that they are raised through the correct channels to ensure they are addressed effectively and appropriately. (Note: All formal complaints must be raised within three months of the incident.)

A. The Correct Procedure

Do not attempt to resolve issues by confronting staff informally during drop-off/pick-up, or by contacting staff outside of working hours using private channels.

Step	**Action Required**	**Escalation Point & Initial Response**
1. Initial Concern	Contact the student's Class Teacher first. This is the quickest and most effective way to resolve most issues.	Use the Class email, or request a scheduled phone call.
2. Internal Escalation	If the concern is not resolved at Step 1, or is about the Class Teacher, contact the relevant Department lead. (Maxine Freestone - Senior Alice Platt - Junior Lucy Mills - Sensory)	Request a meeting or phone call via the school office.
3. Formal Complaint (Stage 1)	Submit the complaint in writing using the school's formal Complaint Form.	The school aims to provide a formal written response within **10 school days** of receipt.

B. Communication Expectations

When raising a concern, please ensure your communication is:

1. **Polite and respectful:** Maintain a polite tone in all written and verbal communication, even when you feel frustrated.
2. **Factual and specific:** Clearly state the date, time, and specific event or issue that is causing concern. Focus on facts rather than assumptions or emotional responses.
3. **Constructive:** Frame your concern as seeking a resolution or partnership, rather than assigning blame. For example, use "I am concerned that [issue] happened, and I would appreciate discussing how we can address this" rather than aggressive language.
4. **Timely:** Make the school aware of your concerns as soon as possible.

C. Public Forums and Private Groups

The Parkside School requires that all concerns and complaints are communicated directly to the school via the established channels (Sections 2.A and 2.D). You must not use social media, parent WhatsApp groups, or other public or private communication platforms to discuss or voice specific complaints or issues relating to your child, other pupils, or staff. Doing so can breach confidentiality, damage professional relationships, and undermine the formal complaints process.

D. Formal Complaints Stages and Timelines

If you remain dissatisfied after the initial investigation (Stage 1), you have the right to escalate the complaint further according to The Parkside School Complaints Policy:

- **Stage 2 (Governing Body Committee):** A request to escalate must be made via the school office, within **5 school days** of receiving the Stage 1 response. The committee aims to convene a meeting within **15 school days** of the escalation request.
- **Next Steps:** If you remain dissatisfied with the way the school has handled the complaint after Stage 2, you may contact the Department for Education (DfE).

E. Zero Tolerance

The school operates a zero-tolerance policy regarding abusive, aggressive, or threatening behaviour towards staff. This includes:

- Physical aggression or violence.
- Verbal abuse, shouting, or swearing.
- Intimidation, harassment, or defamatory comments.

The school will respond appropriately to any breaches of this Code of Conduct. Depending on the seriousness of the behaviour, the school may:

• Issue an informal reminder

• Send a formal written warning

• Restrict communication routes

• Request deletion of inappropriate online content

• Withdraw a parent's implied licence to enter school premises

• Contact the Local Authority or police where behaviour is threatening or unlawful

• Seek legal advice (e.g. harassment, defamation, malicious communication)

By enrolling your child at **The Parkside School**, you agree to abide by the principles and procedures outlined in this Parent/Carer Code of Conduct.