Tanfield Lea Community Primary School

Parent/Carer Code of Conduct

Opening Doors, Enriching Lives

Head Teacher – Mark Temple
Chair of Governors – Andrew Gladstone-Heighton

Date: September 2026
Date for Review: September 2027

Purpose
At Tanfield Lea Community Primary School, we believe it is important to:
- Work in partnership with parents/carers to support their child's learning.
- Create a safe, respectful and inclusive environment for pupils, staff and parents/carers.
- Model appropriate behaviour to our children at all times.
- Be mindful of the wellbeing of our staff and community.

Expectations of Parents/Carers
To help us do this, we set clear expectations and guidelines for the behaviour of members of our community. This includes staff (through the Staff Code of Conduct) and pupils (through our Behaviour Policy).

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 – including other parents/carers and children.
- Park and drive near the school with consideration for the safety of others.
- Talk about our staff with respect to other adults and to children.
- 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 correct member of school staff to help resolve any issues of concern - your child's class teacher should be the first port of call for day-to-day queries.
- Follow the school's policy on emailing teachers (which is to send emails to tanfieldlea@durhamlearning.net with the member of staff being addressed in the title).

Behaviour which will not be tolerated:
- Failing to adhere to school policies.
- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches).
- Swearing or using offensive language.
- Any aggressive behaviour (including verbally or in writing).
- Displaying a bad temper or shouting at members of staff, pupils or threatening another member of the school community.
- Sending abusive messages to a member of the school community, including via text, email or social media.
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms.
- Being disrespectful about a pupil, parent or member of staff.
- Physical aggression against a child or adult on the school premises.
- Disciplining another person's child – please bring any concerns about another child on the school site to a member of staff.
- Entering the school premises without being invited to do so.
- Smoking, vaping or drinking alcohol on the school premises or directly in front of the school gates.
- Bringing dogs onto the school premises.
- Failing to follow the one-way system.
- Making vexatious complaints.

Inappropriate Use of Social Network Sites
Most people take part in online activities and social media. The school has an X (Twitter) site, and this can be a wonderful source of knowledge. We encourage you to positively

participate if you wish, with respect and courtesy, in accordance with the behaviours outlined above.

Social media is, unfortunately, being used increasingly to fuel campaigns and complaints against schools, head teachers, school staff, and, in some cases, other parents, carers or pupils. This is unacceptable to all and will not be tolerated.

We always try to make sure that the school is a happy place but recognise that there might be times when parents/carers have concerns. It is not appropriate or acceptable to share your concerns on Social Media. You are encouraged to raise any issues with a member of staff; if you consider that the issue remains unresolved, then please use the school's Complaints Policy.

Malicious Posts
In the event that any malicious comments are posted on social media, they will be reported and/or other appropriate action may be taken. Tanfield Lea Community Primary School will also require that any such post would be removed immediately.

Cyber Bullying
The school will not tolerate the use of technology to bully others. Any incidents of cyber bullying will be dealt with using the school's Anti-Bullying Policy.

Breaching the Code of Conduct
If the school suspects, or becomes aware, that a parent/carer has breached the code of conduct, the school will gather information from those involved and speak to 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;
- Invite the parent/carer in to school to meet with a senior member of staff, the Head Teacher or the Chair of Governors;
- Contact the appropriate authorities (in cases of criminal behaviour);
- Seek advice from Durham County Council's legal team regarding further action (in cases of conduct that may be libellous or slanderous); or
- Ban the parent/carer from the school site.

The school will always respond to an incident in a proportionate way.

The final decision for how to respond to breaches of the code of conduct rests with the Head Teacher; however, the Head Teacher will consult the Chair of Governors and Legal Team before banning a parent from the school site.