

Carlton Digby School



Parent/Carers Code of Conduct Policy

2025 -2028

Parent/Carer Code of Conduct Policy

1. Our School Vision

At Carlton Digby School, we are committed to delivering the best possible education to ensure that our young people are prepared for their future and reach their full potential. We foster the vision and ethos of “Together We Achieve” throughout our inspiring and aspirational school.

We value our fantastic local community and believe in building strong partnerships with parents and carers. This policy sets out our expectations to ensure that all interactions between families, staff, and the wider community take place in a climate of mutual respect, safety, and collaboration.

2. Purpose

The purpose of this policy is to provide a clear reminder to all parents, carers, and visitors of the expected standards of behaviour when engaging with our school.

A strong partnership between school and families is essential to the success and wellbeing of our pupils, and we ask that parents and carers support this by:

- Work together with school staff in the best interests of all children.
- Demonstrate respect, courtesy and positive communication at all times.
- Help us to create and maintain a safe, calm and inclusive environment.

3. Expectations for Parents, Carers and Visitors

We expect parents, carers and visitors to:

- Respect the caring ethos of our school and uphold our values.
- Recognise that teachers, support staff, and parents/carers all need to work together for the benefit of our pupils.
- Treat all members of the school community with courtesy and respect.
- Approach the school to help resolve concerns in a constructive way.
- Support their child appropriately and safely, particularly in public situations.
- Ensure that any concerns are raised through appropriate channels (class teacher, senior leadership team, Headteacher, Governors).

4. Communication Between Home and School

- Effective communication between home and school is essential to ensure that every pupil receives the best possible support. We expect all communication between parents, carers, and staff to be respectful, constructive, and focused on supporting pupils’ learning and wellbeing.
- Class Dojo is the main platform for day-to-day communication. Messages should be sent between 8:00 am and 5:00 pm, and any received outside these hours will be responded to during the next school day. This approach supports staff wellbeing and ensures that messages are managed appropriately.

- Messages on Class Dojo are monitored regularly by the Senior Leadership Team to ensure consistency and to provide support where needed. Information is shared through the School Story page for whole-school announcements, Class Story pages for class-specific updates and celebrations, and direct messages for individual communication.
- If your child is absent from school, parents or carers must call the school office on **0115 956 8289 by 9:00 am at the latest on the day of absence**. This ensures we can maintain accurate attendance records and uphold our safeguarding responsibilities for all pupils.
- We ask parents and carers to use all communication channels responsibly and to maintain a positive, polite tone at all times. By working together and communicating effectively, we can build a strong, supportive partnership that benefits every child.

5. Behaviours That Will Not Be Tolerated

To support a safe and welcoming environment, the following behaviours are not acceptable on school premises or in communication with school staff:

- Disruptive or threatening behaviour that interferes with teaching, learning, or administration.
- Swearing, shouting, abusive or offensive language, or displaying anger/aggression.
- Threatening or inflicting bodily harm to any member of the community.
- Damaging or attempting to damage school property.
- Abusive or threatening messages (email, phone, text, social media, or in writing).
- Spreading false, malicious, or defamatory comments about the school, staff, pupils, or parents.
- Approaching or reprimanding another parent's/child's behaviour directly (concerns should always be addressed through the school).
- Verbal or physical aggression towards any adult or child.
- Smoking, vaping, drinking alcohol, or using drugs on school premises.
- Bringing dogs onto school grounds (with the exception of assistance dogs).

6. Addressing Unacceptable Behaviour

If unacceptable behaviour occurs, the school may take one or more of the following actions. These steps are taken to protect the wellbeing of staff, pupils, and the wider school community:

- Request that the behaviour stops and/or ask the person to leave the premises.
- Issue a formal written warning.
- Arrange a meeting with the Headteacher and/or Chair of Governors.
- Ban the individual from the school site.
- Seek police involvement where necessary.
- Consider legal action, including under harassment or anti-social behaviour legislation.

7. Use of Social Media

We expect parents and carers to raise concerns directly with school rather than on social media. Defamatory, offensive, or derogatory comments about the school community on social media are unacceptable.

- Concerns should not be raised via social media but through school channels.
- The school may request that inappropriate posts are removed and will consider legal action in serious cases.
- Cyberbullying or online harassment involving pupils, staff, or parents will be treated as a serious incident.

8. Persistent Complaints or Harassment

We welcome feedback and genuine concerns and aim to resolve issues quickly and fairly. However, if communication becomes persistent, unreasonable, or disrespectful, the school may need to set boundaries. This could include limiting contact communication, having an additional staff member present in meetings, or restricting access to staff and premises.

If you feel your concern has not been resolved, please refer to our *School Complaints Policy*, available on the school website or ask for a paper copy from the school office.

9. Commitment

Carlton Digby School believes that “Together We Achieve” when we work in partnership with mutual trust and respect. By following this Code of Conduct, parents, carers, and visitors help us ensure that our school remains a safe, supportive, and inspiring place for every child.

10. Rewards/Celebrations

We believe that every achievement, big or small, deserves to be recognised and celebrated. Each week, pupils are awarded certificates during our celebration assemblies, which take place on Friday afternoons for both the upper and lower school. These assemblies are a special time for us to come together as a school community and share in the successes of our pupils.

Certificates are given to recognise a wide range of achievements — from excellent effort and positive behaviour to personal progress and acts of kindness. Throughout the year, class teams ensure that every pupil can be celebrated, helping to make the process fair and meaningful for all. In addition to certificates, pupils may also receive Head Teacher or Deputy Head Teacher stickers on an adhoc basis for exceptional work or effort that stands out. These moments allow us to celebrate success straight away and encourage a sense of pride and motivation in our learners.

We encourage all parents and carers to celebrate not only their own young people’s achievements but also the successes of other pupils to ensure fairness across all pupils. By doing so, we promote a sense of community and mutual respect, ensuring that all young people’s achievements are valued and celebrated together.

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