THE CHURCH OF ENGLAND

The Methodist Church

John Fletcher of Madeley

Primary School

Parent Code of Conduct

Date approved: July 2026
Date for review: July 2027

John Fletcher of Madeley Primary Parent Code of Conduct Policy

Our Commitment

At John Fletcher of Madeley Primary School, we believe that positive relationships between home and school are essential if children are to flourish academically, socially, emotionally and spiritually. Our Christian vision, 'Whatever you do, work at it with all your heart' (Colossians 3:23), underpins all that we do. We strive to create a community built on hope, compassion, forgiveness, perseverance and aspiration.

Partnership is founded on mutual respect, cooperation and a shared commitment to ensuring that children attend school, achieve well, remain safe, and are able to flourish.

We value the support of our parents and carers and recognise that educating children is most successful when families and school work together in partnership. This Code of Conduct sets out the expectations for all parents, carers and visitors when engaging with our school community.

Our Expectations

- Treat all members of the school community with courtesy, dignity and respect.
- Support the school's Christian vision, values and ethos.
- Work in partnership with staff in the best interests of children.
- Follow school policies and procedures.
- Raise concerns through appropriate school channels.
- Model positive behaviour and language for children.
- Respect the professional judgement of school staff.
- Allow staff reasonable time to respond to emails, telephone calls and messages.
- Ensure communication remains respectful, constructive and solution-focused.
- Respect the privacy and confidentiality of children, families and staff.
- Support the school's commitment to safeguarding and inclusion.

Communication Expectations

We welcome feedback, questions and concerns and are committed to resolving issues positively wherever possible.

- Contact the class teacher in the first instance.
- Contact a member of the senior leadership team if concerns remain unresolved.
- Follow the school complaints procedure where appropriate.

We ask that concerns are not raised directly with other pupils, through social media, through public online forums, at classroom doors during teaching time, or in a manner which could place staff, children or families in an uncomfortable or unsafe position.

Attendance at Meetings and Cooperation with the School

Parents and carers play a vital role in supporting their child's education, wellbeing and safety. There may be occasions when the school needs to meet with parents or carers to discuss matters relating to a child's education, behaviour, attendance, welfare, safeguarding or special educational needs.
Where the school requests a meeting, parents and carers are expected to make reasonable efforts to attend at the agreed time or to contact the school promptly to arrange an alternative appointment.

We understand that family and work commitments can sometimes make attendance difficult; however, we ask that parents and carers:

- Attend meetings arranged by the school whenever reasonably possible.
- Notify the school if they are unable to attend.
- Engage positively and constructively in discussions about their child.
- Work collaboratively with staff to support agreed actions and outcomes.
- Provide information requested by the school where it is necessary to support their child's education, welfare or safety.
- Respond to communications relating to important matters concerning their child within a reasonable timeframe.

Where a parent or carer repeatedly fails to attend meetings, declines to engage with the school, or does not respond to reasonable requests for information or support, the school will continue to act in the best interests of the child and may seek advice or support from relevant agencies where appropriate.
For matters relating to safeguarding, attendance, child protection, SEND provision, medical needs or statutory responsibilities, the school expects parents and carers to engage with requests as a key part of our shared responsibility to support children and keep them safe.
The school will always seek to work in partnership with families and will make reasonable adjustments where circumstances create barriers to attendance or engagement.

Attendance, Punctuality and Educational Decisions

Parents and carers have a legal responsibility to ensure that their child attends school regularly and arrives and leaves at the published times.

To support all children to achieve their full potential, we ask parents and carers to:

- Ensure their child arrives at school on time each day and is ready to learn.
- Collect their child promptly at the end of the school day.
- Avoid unnecessary late arrivals and early collections.
- Arrange medical appointments, wherever possible, outside school hours.
- Avoid requesting early collection for reasons that are not essential.
- Notify the school promptly if attendance issues arise.

Repeated lateness disrupts learning, can cause anxiety for children and interrupts teaching and learning for the whole class. Similarly, frequent early collections result in lost learning time and may prevent children from accessing important parts of the curriculum, assemblies, enrichment activities and social opportunities.
Parents and carers are expected to support the school's efforts to promote good attendance and punctuality and to engage constructively with staff where concerns arise.

Educational Decisions and Professional Judgement

The school values partnership with parents and carers and recognises the important role they play in their child's education.
However, the Headteacher, supported by school leaders, governors and relevant professionals, is responsible for determining the organisation and delivery of education within the school. This includes decisions relating to:

- Class organisation and groupings.
- Curriculum delivery.
- Interventions and support programmes.
- Behaviour support strategies.
- Attendance procedures.
- Safeguarding arrangements.

- SEND provision and reasonable adjustments.
- Staffing and deployment of resources.

Parents and carers are welcome to discuss concerns, ask questions and contribute information that may support decision-making. However, they are expected to respect the professional judgement of school leaders and staff and understand that decisions will be made in the best interests of the child, the wider school community and in accordance with statutory guidance and school policies.
Where the school makes reasonable requests or provides guidance intended to support a child's education, attendance, wellbeing or safety, parents and carers are expected to engage positively and work collaboratively with the school wherever possible.

Unacceptable Behaviour

To maintain a safe and welcoming environment, the school will not tolerate:
- Shouting at staff, parents or pupils.
- Intimidating, abusive or threatening behaviour.
- Swearing or offensive language.
- Harassment or bullying of any member of the school community.
- Abusive emails, texts or social media messages.
- Recording staff or pupils without permission.
- Posting defamatory, offensive or misleading comments online.
- Approaching or chastising another person's child.
- Entering restricted areas of school without permission.
- Bringing alcohol, illegal substances or weapons onto the premises.
- Behaviour that disrupts the safe and effective operation of the school.

Use of Social Media

Parents and carers must not use social media to defame or criticise members of the school community, share rumours or unverified allegations, publish photographs or videos of other children without consent, or publicly discuss individual pupils, families or staff. Concerns should be raised directly with the school.

School Premises

The school site is private property. The Headteacher has authority to take reasonable steps to ensure the safety and wellbeing of pupils, staff and visitors.
- Issue a verbal or written warning.
- Arrange meetings under agreed conditions.
- Restrict communication to specific channels.
- Require appointments before visiting the school.
- Withdraw permission to enter the school site.
- Seek support from the Local Authority.
- Report incidents to the Police where appropriate.

Safeguarding

Safeguarding is everyone's responsibility. Any behaviour which places children, staff or families at risk will be taken seriously. The welfare of children will always remain the school's paramount concern.

Equality and Inclusion

John Fletcher of Madeley Primary School is committed to promoting equality, diversity and inclusion. Discriminatory language or behaviour will not be tolerated.

Working Together

By working together with kindness, respect and understanding, we can ensure that John Fletcher of Madeley Primary School remains a safe, welcoming and nurturing environment in which every child can flourish.

"Whatever you do, work at it with all your heart." – Colossians 3:23

Appendix 1

Inappropriate use of Social Network Site

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/pupils. TheGovernors of John Fletcher considers the use of social media websites being used in this wayas unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, the Headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil or parent/carer of a children being educated at John Fletcher is found to be posting libelous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. The school will also expect that any parent/carer or pupil removessuch comments immediately.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantlyis the issue of cyber bullying and the use by one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying. Thankfully, such incidents are extremely rare.