



Queen's Park Mission Statement

Bravely navigate a changing world—with curiosity, confidence, and joy.

Queen's Park Vision

Our children love coming to school. They experience success through strong, trusting relationships, a deep sense of belonging, positive connections with others, and the courage to challenge themselves.

We celebrate the strength of our diverse community. We create a safe, welcoming environment where every child is seen, heard, and truly valued. Learning is exciting and challenging, with plenty of opportunities to explore new ideas, aim high, and discover individual talents.

We encourage children to ask big questions, stand up for what they believe, and understand different perspectives.

Together with families, we help children develop the knowledge, skills, and character they need to thrive in a changing world. We want every child to feel proud of who they are—and brave enough to shape a better future.

Queen's Park Values

Kindness - Integrity - Excellence - Collaboration

Parent and Carer Code of Conduct

Date	November 2025
Review Date	November 2028

Contents

1. Purpose and scope.....	2
2. Our expectations of Parent/Carers and carers.....	2
3. Behaviour that will not be tolerated	3
4. Breaching the code of conduct.....	3
Appendix 1: model letters	5
Initial warning letter from the headteacher	5
Model letter banning a Parent/Carer from the school site.....	5

1. Purpose and scope

At Queen's Park Primary School, we believe it's important to:

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

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

We use the term 'Parent/Carers' 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 Parent/Carers and carers

We expect Parent/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
- Model appropriate conflict resolution

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 Parent/Carers
- Threatening another member of the school community
- Sending abusive messages to another 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
- 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/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 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 Brighton and Hove Local Authority regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the Parent/Carer 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/Carer from the school site.

Appendix 1: model letters

Initial warning letter from the headteacher

Dear [Parent/Carer name],

I've received a report about your conduct on [time and date].

[Summary of incident, including location, and the effect on staff, pupils and other Parent/Carers.]

If the incident is minor, add:

This behaviour is not in keeping with our Parent/Carer code of conduct. [Please find a copy attached to this letter.]

As written in our Parent/Carer code of conduct, we do not tolerate this kind of behaviour in our school. [Please find a copy attached to this letter.]

We believe that all staff, pupils and Parent/Carers are entitled to a safe, respectful and inclusive environment, and that Parent/Carers are as responsible for creating this environment as school staff.

Further breaches of the code of conduct may result in a ban from the school premises.

I'd like to invite you in to school to discuss this incident, and how we can work together to prevent similar issues in the future.

Please contact the school office on 01273 686822 to book an appointment.

Yours sincerely,

Mrs. Emma Gale
Headteacher

Model letter banning a Parent/Carer from the school site

Dear [Parent/Carer name],

I am writing to inform you that, after consultation with the chair of governors, I am banning you from the school site until [date/permanently].

Despite previous correspondence and conversations about your conduct, there have been further breaches of our Parent/Carer code of conduct.

[Include details of the incidents, including dates, locations and effects on staff/pupils/other Parent/Carers for every relevant incident.]

If you do not comply with the ban, I will arrange for you to be removed from the grounds and you may be prosecuted under Section 547 of the Education Act 1996.

If you would like to raise a complaint, you can do so using the school's complaints procedures, which are available on our website.

Yours sincerely,

Mrs. Emma Gale

Headteacher