



St Paul's Nursery School

York YO24 4BD

Tel: (01904) 555995

E-mail: st.pauls.nursery@york.gov.uk

www.stpaulsnurseryschool.co.uk

Head teacher: Mrs Claire Rigden

Developing **R**espectful, **I**ndependent, **C**onfident Communicators with **E**njoyment daily!

PARENTAL CODE OF CONDUCT 2025

1. Aims of the Policy

At **St Paul's Nursery School**, we are committed to helping every child reach their full potential in a supportive and safe environment. To do this, we work closely with parents and carers. This policy helps us maintain a positive atmosphere by addressing situations where behaviour may affect the safety or well-being of our community. We also want to ensure that staff and children feel safe at all times.

This policy works alongside our Complaints Policy, which is designed to help parents voice their concerns in a respectful and effective way. We take all concerns seriously, and we aim to resolve any issues with care and confidentiality.

2. Key Principles

- **Children's learning comes first:** We always prioritize the well-being and education of the children.
- **We'll listen to and investigate concerns:** We take all valid concerns seriously and aim to communicate clearly and openly.
- **Supportive communication:** We will ensure any decisions are shared with parents in a clear and understandable way.
- **Respectful behaviour is key:** Any unlawful or unsafe behaviour will be reported to the police.
- **Safety of staff** - Staff will feel safe and be treated with respect at all times

3. Expectations of Parents/Carers

We believe that working together is key to supporting our children. Here's what we ask of parents, carers, and visitors:

- **Respect our ethos:** Support the values and vision of **St Paul's Nursery School**.
- **Work together with staff:** Please avoid raising concerns in front of your child. We want to make sure the children feel safe and calm.



A Portage Service registered with the National Portage Association.

- **Be mindful of staff's time:** We aim to respond to communications in a reasonable time, and we ask that concerns are communicated professionally and respectfully.
- **Be respectful:** Treat all members of our school community with kindness and respect.
- **Set a positive example:** Children learn from adults, so we encourage all parents to model respectful behaviour.
- **Keep calm and work with us:** If there's a concern, please work with us calmly to find a solution. If a parent has a specific concern, we encourage them to get in touch with the leadership team in writing or by phone.
- **Respectful communication:** We ask that parents approach staff in a calm, non-intimidating manner. The school environment should always be a peaceful space for everyone.
- **Handling family matters:** If parents are separated or co-parenting, we'll treat all parties fairly and equally, but we can't mediate or comment on any legal orders or outside of school matters.
- **Focus on the child's needs:** We will only discuss the child's education and well-being at school, and won't engage in separate meetings to discredit one another.

4. Unacceptable Behaviour

We ask that all parents and carers avoid the following types of behaviour, which are disruptive or harmful to the school environment:

- **Inappropriate language:** Using swearing, threats, or offensive language.
- **Aggression:** Acting aggressively or causing disruption.
- **Violence or threats:** Any form of violence or damage to property.
- **Discrimination:** Any form of discriminatory conduct.
- **Intimidating behaviour:** Making others feel uncomfortable, humiliated, or threatened.
- **False accusations:** Making deliberately misleading or malicious accusations.
- **Political or extremist activity:** The school should not be used for personal political gain or promoting harmful ideologies.
- **Substance use:** Smoking, vaping, or using alcohol or illegal substances on the premises.
- **Parking problems:** Blocking access to the school or causing any danger through parking.
- **Excessive communication:** Unnecessary or excessive messages that take up staff time.
- **Inappropriate demands:** Expecting staff to respond outside of normal working hours or without appropriate time to address concerns.
- **Disruptions:** Disrupting school events or operations, including on-site activities.
- **Negative comments on social media:** Posting derogatory or harmful comments about the school or staff on social media.
- **Raising voices or confrontation:** Shouting, raising voices, or speaking aggressively toward staff or others.
- **Recording without permission:** Recording staff or children without their consent.
- **Other harmful behaviours:** Any other actions that cause fear, distress, or harm to anyone at the school.



A Portage Service registered with the National Portage Association.

These expectations apply both on and off the school site, including during trips or any contact made via email, phone, or social media.

5. Our Approach to Unacceptable Behaviour

If a parent displays unacceptable behaviour, we will take a measured and fair approach. We may follow these steps:

- 1. Verbal Warning/Mediation:** If behaviour is unacceptable, we'll ask for it to stop and offer a chance to talk about the matter in a calm meeting with staff present.
 - 2. Written Warning:** If the behaviour continues, a formal written letter will be sent, outlining the concern. This will be kept on file for a year.
 - 3. Legal Action (if necessary):** In extreme cases, we may take further action, such as:
 - **Temporary Ban:** A parent may be temporarily banned from the premises if needed.
 - **Injunction:** In severe cases, we may seek an injunction under the Protection from Harassment Act.
 - **Civil Injunctions:** We may request a court order to stop specific behaviour.
-

6. Responsibilities

- **Governing Body:** The Governing Body oversees the policy and its application. They review reports and advise the Headteacher.
 - **Chair of Governors:** The Chair ensures that the procedures are being followed correctly.
 - **Leadership Team:** The leadership team manages the implementation of this policy, ensures staff are trained, and helps keep everyone informed.
-

7. Equal Opportunities

We are committed to fairness, and we will implement this policy in line with our Equal Opportunities policy, ensuring all parents and carers are treated with respect.

8. Monitoring and Review



A Portage Service registered with the National Portage Association.

The Headteacher will report to the Governing Body on any incidents and how they've been handled. The policy will be reviewed every three years to make sure it continues to work well.

For review 2028



Nationally accredited by Eiklan and OCN London



A Portage Service registered with the National Portage Association.