University Schools Trust
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Cyril Jackson School
Part of University Schools Trust
Inspiring Minds Through Opportunity

Parent Code of Conduct

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0. Document Control

The table below contains the changes made between the different final editions of this document set for approval. This is to help provide information to those reviewing and approving the document of the changes being made.

Document Edition	Section	Details of change
2026/2027 September	All Sections	New Policy

Contents

0. Document Control 3
1. Definitions 5
2. Statement of Intent 5
3. Scope of the Policy 6
4. Links to Legislation and Guidance 7
5. Roles and Responsibilities 7
6. Expectations of Parents and Carers 8
7. Unacceptable Behaviour 9
8. Online Conduct and Responsible Communication 10
9. Raising Concerns and Resolving Issues 11
10. Breaches to Code of Conduct by Parents and Carers 12

1. Definitions

For the purpose of this policy:

The "Trust" refers to the company known as the University Schools Trust, East London, and all Trustees, Governors and Staff who work within it.

The "School" refers to Cyril Jackson Primary School, including all school buildings, grounds and any location where school-led activities take place.

"Parents and Carers" refers to any person with parental responsibility for a pupil, or any adult with day-to-day responsibility for the care of a pupil, including carers, guardians, foster carers, kinship carers and childminders acting on behalf of a parent.

The "Visitor" refers to any individual attending the school site or participating in a school activity who is not a pupil or member of staff, including family members, volunteers, contractors and other authorised visitors.

The "School Community" refers to all pupils, parents, carers, staff, governors, volunteers, contractors and visitors who are involved with or connected to the school.

"Online Communication" refers to any communication relating to the school through email, telephone, text message, messaging applications, social media platforms, websites or any other digital communication platform.

"Social Media" refers to websites, applications and online platforms that enable users to create, share or exchange information, opinions, images, videos or other content with others.

"Unacceptable Behaviour" refers to conduct that falls below the standards expected by the school and which may adversely affect the safety, wellbeing, dignity, reputation or effective operation of the school or any member of the school community.

2. Statement of Intent

At Cyril Jackson Primary School, we believe that positive, respectful and professional relationships between home and school are fundamental to ensuring every child is safe, happy and able to achieve their full potential.

We recognise that parents and carers are a child's first educators and that working in partnership enables us to provide the highest quality education, care and support. By working together, we create a safe, inclusive and respectful school community where everyone is treated with dignity, kindness and respect.

This policy reflects the school's vision of "Inspiring Minds Through Opportunity" and supports our core values of Aspiration, Integrity, Respect, Curiosity, Creativity, Kindness and Resilience. These values underpin the behaviour and conduct expected of all members of our school community and provide the foundation for positive relationships between home and school.

The purpose of this policy is to:

- Promote positive, respectful and constructive relationships between home and school.
- Support effective communication between parents, carers and school staff.
- Foster a safe, inclusive and welcoming environment for all members of the school community.
- Set clear expectations regarding the standards of behaviour expected from parents, carers and visitors.
- Ensure concerns are raised and resolved respectfully, fairly and through the appropriate channels.
- Provide a clear and proportionate framework for responding to behaviour that falls below the standards expected by the school.

The school is committed to working collaboratively with parents and carers in the best interests of every child. By treating one another with courtesy, professionalism and mutual respect, we can work together to create a positive learning environment where every child is able to thrive.

3. Scope of the Policy

This policy applies to all parents and carers, visitors and any individual engaging with Cyril Jackson Primary School on behalf of a pupil or family.

This includes, but is not limited to:

- Parents and carers with parental responsibility.
- Family members involved in the care or collection of pupils.
- Foster carers, kinship carers and childminders.
- Authorised adults collecting pupils.
- Volunteers and visitors attending the school.
- Individuals representing parents or carers in meetings with the school.

This policy applies whenever individuals are:

- On school premises.
- Attending school events, performances, educational visits, sporting fixtures or other school-led activities.
- Communicating with the school by telephone, email, letter or any other form of written or verbal communication.
- Using social media or other online platforms to discuss or comment on matters relating to the school, its staff, pupils or members of the wider school community.

The expectations set out within this policy apply at all times where an individual's behaviour has the potential to affect the safety, wellbeing, dignity, reputation or effective operation of the school or any member of the school community.

This policy should be read alongside the school's:

- Behaviour Policy
- Complaints Policy
- Online Safety Policy
- Safeguarding and Child Protection Policy
- Home School Agreement
- Visitor Policy
- Acceptable Use Agreement for Parents and Carers

4. Links to Legislation and Guidance

4.1. Relevant Internal Documents

This policy should be read in conjunction with the following school policies and documents:

- Behaviour Policy
- Child Protection and Safeguarding Policy
- Complaints Policy
- Online Safety Policy
- Acceptable Use Agreement for Parents and Carers
- Separated Parents Policy
- Visitor Policy
- Equality Information and Objectives Policy
- Data Protection Policy
- Home School Agreement

4.2. Relevant External Documents

Relevant legislation and statutory guidance includes, but is not limited to:

- Health and Safety at Work etc. Act 1974
- Education Act 1996
- Education Act 2002
- Equality Act 2010
- Human Rights Act 1998
- Protection from Harassment Act 1997
- Data Protection Act 2018
- UK General Data Protection Regulation (UK GDPR)
- Malicious Communications Act 1988
- Communications Act 2003
- Public Order Act 1986
- Keeping Children Safe in Education (KCSIE) (2026)

5. Roles and Responsibilities

5.1. Governing Board

The Governing Board is responsible for:

- Promoting a positive school culture built upon mutual respect, courtesy and partnership with parents and carers.
- Approving and monitoring the implementation of this policy.
- Supporting the Headteacher in maintaining a safe, respectful and inclusive learning environment.
- Reviewing this policy in accordance with the school's policy review schedule.

5.2. Headteacher

The Headteacher is responsible for:

- Promoting and modelling the school's vision and values.
- Ensuring this policy is implemented consistently and fairly.
- Supporting positive relationships between home and school.
- Addressing concerns relating to unacceptable behaviour by parents, carers or visitors.
- Determining appropriate and proportionate action where this policy is breached.
- Working with the Governing Board, Trust, Local Authority, Police or other agencies where appropriate.

5.3. All Staff

All staff are responsible for:

- Treating all parents, carers and visitors with professionalism, courtesy and respect.
- Promoting positive relationships between home and school.
- Communicating clearly, respectfully and in accordance with school policies and procedures.
- Reporting incidents of unacceptable behaviour to a member of the Senior Leadership Team.
- Maintaining professional boundaries at all times.
- Modelling the school's vision and values through their interactions with the wider school community.

5.4. Parents and Carers

Parents and carers are responsible for:

- Treating all members of the school community with dignity, courtesy and respect.
- Supporting the school's vision, values, policies and procedures.
- Working in partnership with the school in the best interests of their child.
- Raising concerns appropriately and through the correct channels.
- Supporting their child's learning, attendance, behaviour and wellbeing.
- Modelling respectful behaviour and language at all times, particularly in the presence of pupils.
- Respecting the privacy, wellbeing and professional responsibilities of staff, pupils and other families.

6. Expectations of Parents and Carers

Cyril Jackson Primary School values the positive contribution that parents and carers make to the life of the school. We believe that respectful and effective partnerships between home and school are essential to promoting pupils' wellbeing, achievement and personal development.

Parents and carers are expected to:

- Support the school's vision, values, ethos and policies.
- Work in partnership with the school in the best interests of their child.
- Treat all members of the school community with courtesy, dignity and respect.
- Communicate with staff in a polite, calm and constructive manner.
- Recognise and respect the professional judgement and responsibilities of school staff.
- Raise concerns appropriately and through the correct channels, allowing the school reasonable time to investigate and respond.
- Support the school's Behaviour Policy and work collaboratively with staff to promote positive behaviour.
- Ensure their child attends school regularly, arrives punctually and is ready to learn.
- Respect the privacy and confidentiality of pupils, families and members of staff.
- Follow the school's safeguarding, health and safety, security and visitor procedures at all times.
- Model positive behaviour and appropriate language, particularly in the presence of pupils.
- Respect the diversity of the school community and treat everyone fairly and without discrimination.
- Use school communication systems appropriately and responsibly.
- Support the school in creating a safe, inclusive and welcoming environment for all.

The school recognises that concerns and disagreements may occasionally arise. Parents and carers are encouraged to raise concerns promptly and respectfully so that they can be resolved collaboratively and in the best interests of the child.

7. Unacceptable Behaviour

The vast majority of parents and carers have positive relationships with the school and conduct themselves respectfully. However, the school will not tolerate behaviour that compromises the safety, wellbeing or dignity of any member of the school community or disrupts the effective operation of the school.

Examples of unacceptable behaviour include, but are not limited to:

7.1. Verbal Abuse and Intimidation

- Using abusive, offensive or discriminatory language.
- Swearing at, shouting at or insulting staff, pupils, parents, carers or visitors.
- Making threats, whether verbally, in writing or through gestures.
- Harassing, intimidating or deliberately causing distress to another member of the school community.

7.2. Physical Abuse and Aggressive Behaviour

- Physical assault or attempted assault.
- Aggressive or intimidating behaviour, including invading another person's personal space.
- Bringing or using weapons or any item intended to intimidate or cause harm.
- Physically disciplining any child whilst on school premises.

7.3. Disruption to the School

- Disrupting the normal operation of the school.
- Refusing to follow reasonable instructions from staff.
- Entering restricted areas without permission.
- Refusing to leave the premises when requested by an authorised member of staff.

7.4. Behaviour Towards Pupils

- Intimidating, threatening or verbally abusing any pupil.
- Attempting to discipline another person's child.
- Encouraging conflict between pupils or families.
- Any behaviour that places a child at risk of harm.

7.5. Discriminatory Behaviour

The school will not tolerate behaviour that discriminates against or harasses any individual because of a protected characteristic, including:

- Age
- Disability
- Gender reassignment
- Marriage or civil partnership
- Pregnancy or maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

7.6. Alcohol, Smoking and Illegal Substances

Parents, carers and visitors must not:

- Smoke or vape anywhere on the school site.
- Consume alcohol on school premises unless expressly authorised for a school event.
- Possess or use illegal drugs or other controlled substances on school premises.

8. Online Conduct and Responsible Communication

The school recognises the important role that digital communication plays in maintaining positive relationships between home and school. Parents and carers are expected to communicate respectfully and responsibly, recognising that online behaviour can have the same impact as behaviour in person.

Parents and carers are expected to:

- Communicate with school staff courteously and respectfully through all forms of communication, including email, telephone and digital platforms.

- Use the school's official communication channels when raising concerns or seeking information.
- Allow the school reasonable time to investigate and respond to enquiries.
- Respect the privacy and confidentiality of pupils, families and staff when communicating online.
- Consider the impact that comments made online may have on members of the school community.

Parents and carers must not:

- Post, share or publish abusive, offensive, defamatory or discriminatory comments about the school, its staff, pupils, parents or members of the wider school community.
- Use social media or messaging platforms to spread rumours, misinformation or confidential information relating to the school or any member of the school community.
- Send abusive, threatening or excessive communications to members of staff.
- Record, photograph or film pupils, staff or other members of the school community without appropriate permission, except where permitted for personal use at designated school events.
- Share photographs, videos or recordings of pupils or staff in a manner that breaches privacy, safeguarding or data protection requirements.
- Create, share or distribute manipulated or AI-generated images, videos, audio or other content that misrepresents, intimidates or harms members of the school community.
- Use online platforms to encourage hostility, intimidation or harassment towards the school or any member of the school community.

The school may take appropriate action where online behaviour has, or is likely to have, a detrimental impact on the safety, wellbeing, reputation or effective operation of the school, or on any member of the school community, whether the behaviour occurs on or off the school site.

9. Raising Concerns and Resolving Issues

Cyril Jackson Primary School is committed to working in partnership with parents and carers and recognises that concerns or disagreements may occasionally arise. The school encourages all concerns to be raised promptly, respectfully and through the appropriate channels so that they can be resolved fairly, constructively and in the best interests of the child.

Parents and carers are encouraged to:

- Raise concerns at the earliest opportunity.
- Communicate directly with the appropriate member of staff responsible for the matter.
- Treat all discussions with courtesy and respect.
- Allow the school reasonable time to investigate concerns and respond appropriately.
- Work collaboratively with the school to identify appropriate solutions.
- Follow the school's Complaints Policy where concerns cannot be resolved informally.

Parents and carers should not use social media or other public platforms to raise individual concerns or complaints relating to the school, members of staff, pupils or other families. Such matters should always be addressed through the school's established procedures.

The school is committed to responding to concerns fairly, proportionately and in accordance with its published policies and procedures.

10. Breaches to Code of Conduct by Parents and Carers

The school is committed to maintaining positive relationships with parents and carers and will always seek to resolve concerns informally where appropriate. However, where behaviour falls below the standards set out in this policy, the school will take action that is reasonable, proportionate and appropriate to the circumstances.

When considering an appropriate response, the school will take into account:

- The nature and seriousness of the behaviour.
- Whether the incident was isolated or part of a pattern of behaviour.
- The impact on pupils, staff and the wider school community.
- Any previous concerns or incidents involving the individual.
- Any mitigating circumstances.

Where a breach of this policy occurs, the school may take one or more of the following actions:

- Speak to the individual informally to resolve the matter.
- Issue a verbal or written reminder of the expectations set out in this policy.
- Invite the individual to attend a meeting with an appropriate member of staff or the Headteacher.
- Issue a formal written warning.
- Restrict methods of communication with the school where appropriate.
- Restrict or withdraw permission to enter the school site, except where access is required by law.
- Report incidents to the Trust, Local Authority or other appropriate agencies where necessary.
- Contact the Police where behaviour constitutes, or is suspected to constitute, a criminal offence.
- Seek legal advice or take legal action where necessary to protect members of the school community or the effective operation of the school.

Where a decision is made to restrict access to the school site, the parent or carer will be informed in writing, including the reasons for the decision, the duration of any restriction and any arrangements necessary to ensure the continued education and welfare of their child.