



Penrith Cluster Schools

Parent and Visitor Code of Conduct

Name:	Penrith Cluster Schools: Alston Moor Federation, Appleby Primary School, Beaconside CE Primary School, Brunswick Infant School, Clifton Primary School, Lowther Endowed Primary School, Milburn Primary School, North Lakes Junior School, Shap Endowed CE Primary School, St. Catherine's Catholic Primary School and Yanwath Primary School
Position	Headteacher
Date:	April 2025
Proposed Review Date	April 2026

Introduction

Penrith Cluster Schools are committed to fostering positive relationships between families and schools, recognising that education is a partnership between parents, carers, staff, and the wider school community. Our goal is to create a welcoming, respectful, and safe environment where children can thrive both academically and socially.

This Code of Conduct provides clear expectations for parents and visitors to help maintain a supportive and respectful atmosphere in all our schools.

Aims of this Code of Conduct

We strive to:

- Promote a collaborative and respectful school community.
- Ensure open, courteous, and constructive communication between families and school staff.
- Maintain a safe and positive environment for all pupils, staff, and visitors.
- Outline expectations for behaviour to support a harmonious school experience for everyone.

Expectations

We ask all parents and visitors to:

- Show courtesy, respect, and kindness in all interactions with staff, pupils, and other members of the school community.
- Work in partnership with the school to support their child's education and well-being.
- Raise concerns in a constructive manner, following school procedures.
- Support the school's ethos, values, and policies.
- Ensure their behaviour sets a positive example for children.
- Follow school safety procedures, including parking and drop-off arrangements.
- Treat school property with care and respect.
- Dress appropriately when attending school premises and events.

Inappropriate Behaviour

To maintain a safe and respectful environment, the following behaviours are not tolerated:

- Using offensive, aggressive, or abusive language.
- Threatening, intimidating, or harassing any member of the school community.
- Discriminatory behaviour or remarks.
- Physical aggression or violence.
- Approaching or reprimanding another child or parent about school-related issues.
- Spreading false or damaging information about the school or its staff.
- Misuse of social media to criticise, undermine, or make defamatory statements about the school or individuals.
- Trespassing or refusing to leave school premises when requested.
- Smoking, vaping, consuming alcohol, or using illegal substances on school grounds.
- Taking photographs or videos without prior school permission.
- Driving in an unsafe manner around the school premises.

Online Communication and Social Media

We encourage responsible use of social media. Parents and visitors should:

- Address concerns directly with the school rather than posting negative comments online.
- Avoid making defamatory, false, or inflammatory statements about the school, staff, or pupils.
- Respect confidentiality and not share images or information about children without permission.
- Follow the school's complaints procedure to resolve any issues.

The school reserves the right to take action if social media misuse negatively impacts the school community.

Managing Inappropriate Behaviour

If a parent or visitor behaves inappropriately, the school may take the following steps:

- Issue a verbal or written warning.
- Invite the individual to a meeting to discuss concerns.
- Restrict communication to specific channels.
- Restrict access to school premises temporarily or permanently.
- Report serious incidents to the police or relevant authorities.

Decisions regarding bans or restrictions will be communicated in writing, with an opportunity for appeal where appropriate.

Legal Framework

This document aligns with relevant legislation, including:

- Education Act 2011
- Education Act 1996
- Children Act 2004
- DfE Guidance: 'Keeping Children Safe in Education' (2023)
- DfE Guidance: 'Controlling Access to School Premises' (2018)

This Code of Conduct should be read alongside relevant school policies, which can be accessed via the school website or by request from the school office.

By working together, we can create a positive and supportive environment where all children can succeed.