

Shotley Bridge Primary School



Caregivers Code of Conduct

January 2026

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For the purpose of this policy, we use the term caregivers to refer to all caregivers, carers, guardians and other trusted adults who visit our school premises.

1. Purpose and scope

At Shotley Bridge Primary School, we believe it's important to:

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

This code of conduct aims to help the school, work together with caregivers by setting guidelines on appropriate behaviour.

2. Our expectations of caregivers

We expect caregivers 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
- Follow school processes and policies when raising concerns, including the Home–School Communication Policy
- Ensure mobile phones and other devices are securely away before passing through the secure doors, unless invited to utilise these (e.g. Where permission is given during a school performance)

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 caregivers
- 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, vaping 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 approved service dogs)
- Parking on school grounds without explicit permission

4. Communication expectations

To maintain effective, respectful communication, caregivers should adhere to the school's home-school communication policy, including but not limited to:

- Use official school channels (school office, Arbor, school email) rather than staff personal contact details or social media
- Address concerns to the appropriate member of staff, in line with the Home–School Communication Policy
- Communicate during core school hours, understanding that staff are not expected to respond outside these hours or during school holidays
- Avoid repeated or excessive messaging. Where communication becomes unreasonably excessive, the school may implement a communication plan and consider this a breach of the code
- Refrain from raising concerns or making comments that are defamatory, threatening, offensive or derogatory, publicly, on social media or in group chats. This should be directed to school through the appropriate channels

5. Social media expectations

Caregivers must:

- Not raise or discuss school matters, staff or individual pupils on social media

- Not post images or personal information about other children or staff online
- Use social media responsibly and respectfully. Any online comments that are defamatory, threatening, offensive or derogatory will be treated as a breach of this code
- Direct any concerns or complaints to the school through formal channels

6. Recording, filming and photography

- Caregivers must not record, film or photograph staff or pupils on school premises without permission from the school
- Caregivers must not post images or videos of children other than their own on social media
- The school may request that any unauthorised recordings be deleted and may treat unauthorised recording or publication as a serious breach of this code

7. Confidentiality

- Caregivers must not request confidential information about any child other than their own
- Caregivers must respect the confidentiality of information shared by the school
- Sensitive matters should be raised privately with school via appropriate channels, not publicly or on social media

8. Breaching the code of conduct

If the school suspects or becomes aware, that a caregiver has breached the code of conduct, the school will gather information from those involved and speak to the caregiver about the incident.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the caregiver
- Invite the caregiver 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 the legal team at the Local Authority regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the caregiver from the school site, the headteacher will consult the chair of governors before banning a caregiver 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.