



THE HERMITAGE SCHOOLS

Inspire, Learn, Achieve

Parent Code of Conduct

This document sets out the expectations for parents' conduct and behaviours at The Hermitage Schools and should be read in conjunction with our Home School Agreement.

Person responsible:	Executive Headteacher
Date adopted:	Spring 2026
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1. Purpose and scope

At The Hermitage Schools, we believe it's important to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, staff and parents
- Model appropriate behaviour for our pupils at all times which reflect our schools' values (Respect, Cooperation, Resilience, Responsibility, Positivity and Integrity), and our school rules (Ready, Respectful, Safe).

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 schoolwork together with parents by setting guidelines on appropriate behaviour.

We use the term 'parents' 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 parents and carers

We expect parents, 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

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 parents
- 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
- Excessive communication. This refers to a pattern of communication that is overly frequent or overwhelming, often leading to confusion rather than clarity. It can manifest in various forms, such as constant emails / seesaw messages, frequent meeting invitations or overwhelming conversations, which can create misunderstandings and frustration in a professional setting.
- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult (including staff members)
- 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 unless being carried (other than guide dogs)
- Use of a mobile phone or other electronic device to take photos or videos or make recordings of conversations, unless given explicit permission to do so by a member of staff.

4. Breaching the code of conduct

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

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

- Send a warning letter to the parent
- Invite the parent into school to meet with a senior member of staff or the Executive Headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the SWAN Trust or the Local Authority legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site

The school will always respond to an incident in a proportional way. The final decision on how to respond to breaches of the code of conduct rests with the Executive Headteacher.

The Executive Headteacher will consult the chair of governors before banning a parent from the school site.