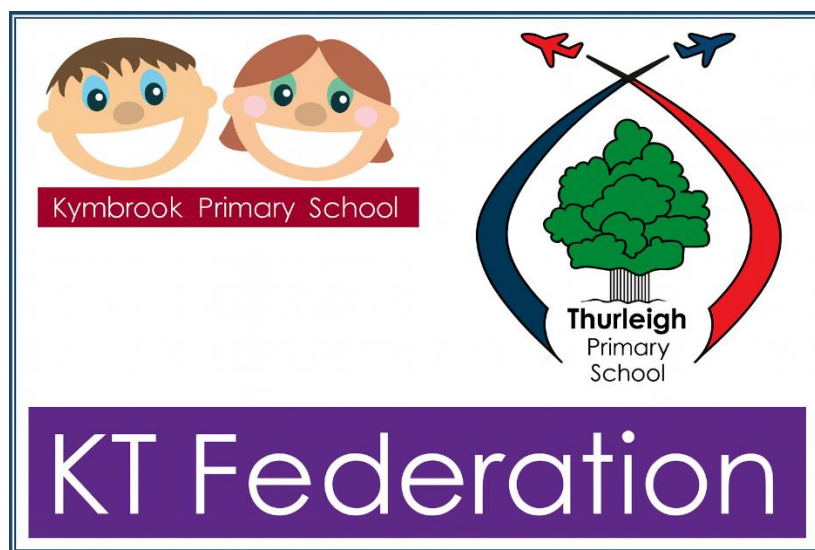


# Kymbrook and Thurleigh Federation



*Working in partnership with families to unlock the potential of every individual. Together, we nurture a self-belief and a lifelong passion for learning.*

## Parent, Carer and Visitor Code of Conduct January 2026

## **Kymbrook and Thurleigh Federation Code of Conduct for Parents, Carers and Visitors**

**This Code of Conduct sets out the expectations for all parents, carers and visitors in their interactions with Kymbrook and Thurleigh Federation.**

**While this agreement is not formally signed, adherence to it is expected as part of our shared commitment to a positive school community.**

At Kymbrook and Thurleigh Federation, we are proud to have a dedicated and supportive school community. Staff, governors, parents and carers recognise that the education of our children is a partnership built on mutual respect, trust and cooperation.

We therefore expect all members of our school community to:

- Respect the school's ethos and values.
- Help keep the school environment tidy and safe.
- Set a positive example through their own behaviour, both on school premises and when accompanying pupils on school visits.
- Support the safety of our children by parking considerately and in line with school guidance during drop-off and collection times.
- Parents and carers are responsible for ensuring that anyone collecting their child is aware of this policy.

Strong, respectful relationships are central to ensuring the best outcomes for our pupils. For this reason, we warmly encourage parents and carers to participate fully in school life, working with us in a spirit of partnership.

The Executive Headteacher is responsible for ensuring that this policy is implemented effectively and that the expectations set out for the school community are upheld consistently across the federation.

### Purpose of this Code

This Code of Conduct:

- Clarifies expectations regarding the conduct of all parents, carers and visitors.
- Outlines behaviours that will not be tolerated.
- Sets out the actions the school may take should breaches occur.

We are committed to resolving difficulties in a constructive and positive manner through open communication. We recognise that misunderstandings can arise and may cause frustration. Where concerns occur, parents and carers should, in the first instance, contact their child's class teacher to discuss the issue and seek resolution.

If the matter remains unresolved, a member of the Senior Leadership Team (Mrs Morgan or Mr Burton) will support further discussion. If necessary, Mrs Smith, Assistant Headteacher, will meet with parents to agree next steps, and where appropriate, the issue may be escalated to the Executive Headteacher.

Should parents or carers remain dissatisfied, the school's Complaints Procedure should be followed. This is available on the school website or from the school office.

### Behaviour That Will Not Be Tolerated

The following behaviours are unacceptable and will not be tolerated on school premises or in connection with the school:

- Disruptive behaviour that interferes with the normal operation of the school, including organising or encouraging petitions on site.
- Inappropriate conduct of any kind on school premises.
- Use of loud, offensive or abusive language, or displays of aggression.
- Threatening behaviour towards any member of staff, visitor, parent, carer or pupil.

- Damage to, or destruction of, school property.
- Abusive, harassing, persistent, malicious or threatening behaviour or language (including emails, messages, voicemails or social media posts).
- Defamatory, offensive or derogatory remarks about the school or any member of the school community online or in public forums.
- Physical, verbal or written aggression towards any adult or child, including physical punishment of one's own child on school premises.
- Approaching or reprimanding another person's child regarding a dispute (this may be viewed as an assault and have legal consequences).
- Smoking, use of illegal substances, or consumption of alcohol on school premises (except alcohol at authorised events).
- Bringing dogs onto school premises (except assistance dogs).

Where such behaviour occurs, the school may take appropriate action, including contacting relevant authorities or restricting access to the school site.

#### Consequences of Breaching the Code

If this Code of Conduct is breached, proportionate action will be taken.

- Serious or potentially criminal matters (including threats, violence, harassment or cyberbullying) will be referred to the Police.
- Defamatory, libellous or slanderous behaviour may be referred to the Bedford Borough Council.
- Non-criminal breaches will normally result in a formal letter and an invitation to meet with school leaders.

If a parent or carer refuses to attend such a meeting, the school will write requesting that the behaviour cease and advising that continued misconduct may result in a site ban. Should behaviour persist, a ban from school premises may be implemented.

Note:

1. In serious cases, a ban may be introduced immediately without following every step above.
2. Site bans may be time-limited or permanent depending on the nature and severity of the behaviour.

The Executive Headteacher may take any of the actions listed below, depending on the severity and nature of the behaviour or language used. These actions are not sequential and may be implemented at any time where a parent's, carer's, or visitor's behaviour or language breaches the Code of Conduct.

#### Actions the School will take in dealing with unreasonable and unacceptable behaviour

1. Formal written warning – a parent is issued with a letter outlining how their behaviour or language breaches the code of conduct.
2. Restricted communication – an agreed arrangement for managing communication.
3. Formal Behaviour Monitoring – A formal agreement which monitors agreed behaviour or language.
4. Legal and External Action

#### Conduct on Social Media

We recognise that social media plays a significant role in modern communication. The PTA Facebook page exists to share information about school events, and we encourage positive engagement within this space.

However, we strongly expect parent's, carers and visitors not to discuss school matters online. Social media should not be used to:

- Voice complaints or fuel campaigns against the school.
- Publicly criticise or humiliate staff, parents, carers or children.

**Inappropriate Online Activity Includes:**

- Posting images or videos of children without consent.
- Abusive or personal comments about members of the school community.
- Bringing the school into disrepute.
- Defamatory or libellous statements.
- Circulating emails containing abusive or personal remarks.
- Publicly challenging school policies or discussing individual pupils or staff.
- Threatening or intimidating behaviour, including offensive language.
- Breaches of school security procedures.

**Safeguarding**

We take our safeguarding responsibilities extremely seriously. Any reported incidents relating to conduct or online behaviour will be addressed in line with this Code and the school's safeguarding and behaviour policies.

Parents have the right to raise a complaint if they are dissatisfied with how a matter has been handled under the school's Code of Conduct. Any such complaint should be made in accordance with the school's Complaints Policy.

By working together, we create a positive, respectful and safe environment for our children, staff and wider community.