CODE OF CONDUCT FOR PARENTS, CARERS & VISITORS

Hillingdon Manor School

Contents

1.0 Introduction

At Hillingdon Manor School, we are proud and privileged to have a highly committed and supportive school community. Our staff, governors, parents, and carers all recognise that the education and holistic development of our pupils is a shared responsibility. We view this as a genuine partnership in which every stakeholder plays a vital role.

Within this partnership, we understand that strong, respectful, and professional relationships are essential. When all members of the school community model appropriate conduct, we create an environment that supports the wellbeing of our pupils, promotes effective communication, and upholds the values of cooperation, trust, and mutual respect. These behaviours help ensure that our children develop the skills, confidence, and resilience needed for adulthood.

For these reasons, we continue to welcome and encourage parents and carers to participate fully in the life of the school. Positive engagement enriches our community and strengthens the shared responsibility we hold for each pupil's success.

2.0 Purpose & scope

The purpose of this policy is to remind all parents, carers, and visitors of the expectations regarding conduct when interacting with the school and its community. We appreciate that frustrations or misunderstandings can arise in everyday life; however, how we respond to these moments matters. Addressing difficulties constructively—through calm, open, and positive dialogue—helps maintain the supportive atmosphere in which our pupils can flourish.

While the school already maintains a code of conduct for employees, this policy outlines the standards of behaviour expected from all adults connected with the school. It clarifies the types of behaviour that are unacceptable, reinforces the importance of respectful collaboration, and explains the actions the school may take if expectations are not met.
By working together in a spirit of professionalism, kindness, and shared purpose, we ensure that Hillingdon Manor School remains a safe, supportive, and thriving community for every pupil.

3.0 Behaviour deemed as inappropriate

Please note the following behaviour will not be tolerated as they are deemed offensive, unsafe, not aligned with British values or against school beliefs and further policies:

- Disruptive behaviour that interferes, or threatens to interfere, with the school's normal routines in any part of the premises. This includes actions that hinder teaching, learning, safeguarding processes, or the smooth running of daily operations.

- Any form of inappropriate behaviour on school grounds, regardless of severity. All members of the community are expected to conduct themselves with respect and professionalism to model positive behaviour for pupils and maintain a calm, safe environment.
- Using loud, offensive, or aggressive language, or displaying loss of temper, frustration, or hostility in a way that impacts others. Such behaviour can cause distress to pupils, disrupt communication, and undermine the culture of respect we aim to uphold.
- Threatening behaviour towards any member of the school community, including staff, visitors, parents/carers, and pupils. Threats whether explicit, implied, verbal, or non-verbal, create fear and insecurity and will not be tolerated under any circumstances.
- Damaging, misusing, or destroying school property, either intentionally or through reckless behaviour. School resources exist for the benefit of all pupils, and damage impacts the learning environment and wellbeing of the wider community.
- Sending abusive, hostile, or threatening communications including emails, text messages, voicemails, phone calls, letters, or social media messages—to anyone connected to the school. Respectful communication is essential for maintaining productive relationships and safeguarding the welfare of pupils and staff.
- Posting defamatory, offensive, or derogatory comments about the school or individuals (pupils, parents, staff, or governors) on social media or any public platform. Such actions can damage reputations, erode trust, and may have legal consequences. (See Appendix 1 for further details on social media expectations.)
- Using physical, verbal, or written aggression towards another adult or child. This includes shouting, insults, intimidation, inappropriate gestures, or any form of physical contact. It also explicitly includes the physical punishment of one's own child while on school premises, which is strictly prohibited and may exceed legal boundaries.
- Approaching or challenging another person's child to discuss or reprimand them for alleged behaviour. This is strictly forbidden. Any concern about the interaction between children must be raised with the school so that staff can respond appropriately. Approaching a child directly may be perceived as an act of intimidation or assault and can carry legal implications.

4.0 Responses to Breaches of the Code

Should a parent, carer, or visitor fail to comply with this Code of Conduct, the school will take proportionate and appropriate action in response to the breach.

Where the behaviour is deemed serious and potentially criminal, the matter will be referred to the Police as an immediate first step.

This includes, but is not limited to:

- Any form of threat or act of violence towards a pupil, member of staff, governor, or visitor
- Behaviour that may constitute harassment of any individual within the school community, including insulting or harmful online content
- Cyberbullying, intimidation, or misuse of social media targeting any member of the school community.
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In situations where evidence indicates behaviour that may amount to libel or slander, the school will refer the matter to the Outcomes First Legal Team for consideration and further action.

Where a breach of the code has occurred but is not criminal, libellous, or slanderous, the school will contact the parent/carer in writing, outlining the concerns and inviting them to attend a meeting to discuss the issue and seek a constructive resolution.

If the parent/carer declines the invitation to meet, the school will issue a written request asking them to cease the concerning behaviour and explaining that failure to do so may result in restricted access to the school site. Should the behaviour persist despite this warning, the school will issue a formal letter to confirm that a ban from the school premises has been implemented.

5.0 Complaints

This Code of Conduct does not stop parents or carers from raising genuine concerns in an appropriate way. In most cases, we hope that any questions or worries can be resolved through open, respectful conversations with class teachers or relevant staff members.

If you feel that an issue has not been resolved, we ask that you follow the school's formal complaints procedure, as outlined in our Complaints Policy. This is available on the school website, or the school office can provide a printed copy on request.

5.0 Use of Social Media and GDPR

Many members of our school community use social media and online platforms to stay connected. Parent-led groups, such as class Facebook pages or WhatsApp groups, can be useful for sharing information, offering support, and building community. We welcome positive and respectful participation in these spaces.

However, we ask all parents and carers to use good judgement when discussing school matters online.

Please remember the following:
- Making calls, using WhatsApp video, FaceTime, or any form of live recording on school premises is strictly prohibited, as this poses a safeguarding risk. This includes school events.

- Social media, whether public or private, must not be used to criticise, target, or campaign against the school, its staff, pupils, or other parents.
- The school takes very seriously any online behaviour that humiliates, insults, or unfairly targets another member of the community.
- Posting images or videos of children other than your own is not permitted.
  - This includes photos taken at school events, in classrooms, at assemblies, or on school trips.
  - Sharing these images online can breach GDPR principles, as some parents have withdrawn consent for their child's image to be shared publicly.
  - Posting such content may place children at risk and violate their right to privacy and protection.

We ask everyone to think carefully before posting, and to treat all online platforms with the same respect, professionalism, and sensitivity expected within the school environment. Responsible online behaviour helps protect our children, safeguards personal information, and supports the safe, positive community we all value.

Think before you post.

6.0 Raising concerns appropriately

If parents or carers have concerns regarding their child's experience at school, we strongly encourage them to follow the appropriate channels so that matters can be addressed promptly and constructively. The correct process is as follows:

1. First, speak with the class teacher or Key Stage lead teacher, who is usually best placed to address day-to-day concerns or clarify any misunderstandings.
2. If the concern remains unresolved, contact Assistant Headteacher, who can investigate further and work with families to seek a solution.
3. If the issue is still not resolved, parents/carers should follow the school's formal complaints procedure, which may involve the governing body.

This staged process ensures concerns are handled fairly, respectfully, and in the best interests of the pupil.

Parents and carers must not use social media to raise concerns, share grievances, or challenge school decisions. Online platforms do not offer a safe, confidential, or constructive environment for resolving issues and can unnecessarily escalate situations.

7.0 Inappropriate Online Activity

The school considers the following online behaviours unacceptable. These actions can cause harm, breach policies, or violate safeguarding expectations:

1. Identifying or posting images or videos of pupils, including group photos at events. This may breach GDPR and the privacy rights of children whose parents have not consented to online sharing.
2. Posting abusive, threatening, or personal comments about staff, pupils, or other parents/carers.
3. Bringing the school into disrepute, including negative or inflammatory posts about school practices or community members.
4. Sharing defamatory statements, which may have legal consequences.
5. Circulating or sending emails/messages containing abusive, hostile, or personal comments about staff or pupils.
6. Using social media to publicly challenge school decisions or discuss issues involving individual children, which should always be handled privately and through the correct school processes.
7. Engaging in threatening or intimidating behaviour, including hostile language, aggressive posts, or attempts to provoke conflict online.
8. Breaching school security procedures, for example by sharing confidential information, internal school communications, or restricted-access content.

Such actions undermine trust, damage relationships, and may compromise the safety and wellbeing of pupils and staff.

8.0 School Response to Inappropriate Online Behaviour

At Hillingdon Manor School, safeguarding is our highest priority. Any reported incidents of inappropriate online activity will be taken seriously and will be managed in line with the procedures and actions outlined in the school's Code of Conduct and Complaints Policy.

Our aim is always to maintain a safe, respectful, and professional environment, both in school and online, so that all members of our community can work together effectively to support our pupils.