

RAVENSCOTE JUNIOR SCHOOL

CODE OF CONDUCT FOR PARENTS, CARERS, VOLUNTEERS AND VISITORS

2026 - 2028



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July 2026		July 2028	
Signed	Amy Wells Headteacher	Signed	Emily Gibson Chair of Governors



RAVENSCTE JUNIOR SCHOOL

CODE OF CONDUCT FOR PARENTS, CARERS, VOLUNTEERS AND VISITORS

This Code of Conduct is an unsigned agreement between parents, carers, volunteers, visitors and Ravenscote Junior School.

A. The Code of Conduct

1. At Ravenscote Junior School we are very proud and fortunate to have a very dedicated and supportive school community. At our school, the staff, governors, parents, carers, volunteers and visitors all recognise that the education of our children is a partnership between us.
2. We expect our school community to respect our school ethos, keep our school tidy and set a good example of their own behaviour both on school premises and when accompanying classes on school visits.
3. In addition, we also expect our parents, carers, volunteers and visitors to keep our children safe by adhering to the school's request to park safely outside the school gates during morning drop off and afternoon collection.
4. In the interest of safeguarding, mobile phones are not to be used in the presence of Ravenscote children. For this reason, mobile phones should not be out during sporting events, assemblies, shows or at drop off and collection.
5. As a partnership, we are all aware of the importance of good working relationships and all recognise the importance of these relationships to equip our children with the necessary skills for their education. For these reasons, we will continue to welcome and encourage parents and carers to participate fully in the life of our school.
6. The purpose of this code of conduct is to provide the expectations around the conduct of all parents, carers, volunteers and visitors connected to our school. This, in turn, supports our work to help children establish a respectful and tolerant attitude.
7. We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. However, we understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships. Where issues arise or misconceptions take place, please contact your child's teacher or member of the Senior Leadership Team via the school office (info@ravenscote.surrey.sch.uk), who will be available to meet with you and go through the issue and hopefully resolve it. Where issues remain unresolved, please follow the school's complaints procedure. This is available on the school website or a copy can be requested from the school office.
8. This code aims to clarify the types of behaviour that will not be tolerated and seeks agreement to these expectations from all parents, carers, volunteers and visitors.



9. The code of conduct also sets out the actions the school can take should this code be ignored or where breaches occur.
10. Behaviour that will not be tolerated:
- Disruptive behaviour which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises.
 - Any inappropriate behaviour on the school premises which undermines our values of respect, responsibility, honesty or teamwork.
 - Using loud or offensive language or displaying temper.
 - Threatening, in any way, a member of staff, volunteer, visitor, fellow parent/carer or child.
 - Recording meetings without the consent of those in the room.
 - Damaging or destroying school property.
 - Sending abusive or threatening emails or voicemail/phone messages or other written communications (including social media) to a member of staff.
 - Defamatory, offensive or derogatory comments regarding the school or any of the children/parents/staff/governors at the school on the internet e.g., on Facebook or other social media or general media sites.
 - The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of your own child on school premises.
 - Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards your own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences.)
 - Smoking, taking illegal drugs or the consumption of alcohol on school premises. (Alcohol may only be consumed during authorised events.)
 - Dogs being brought onto the school premises without prior consent from the Senior Leadership Team (with the exception of guide dogs).
11. Should **any** of the above occur on school premises or in connection with school, the school may feel it is necessary to take action by contacting the appropriate authorities or consider banning the offending adult from entering the school premises.

Thank you for abiding by this code in our school. Together we create a positive and uplifting environment not only for the children but also for all who work and visit our school.

It is important for parents and carers to make sure any persons collecting their children are aware of this code of conduct.

B. Breaches of the Code of Conduct

In the event of any parent, carer, volunteer or visitor of the school breaking this code, proportionate actions will be taken as follows:

1. In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will in the first instance be referred to the Police. This will include any or all



cases of threats of violence and actual violence to any child, staff member or governor in the school. This will also include anything that could be seen as a sign of harassment of any member of staff, such as any form of insulting social media post or any form of social media cyber bullying.

2. In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the school will refer the matter to our Legal Team for further action.
3. In cases where the code of conduct has been broken but the breach was not libellous, slanderous or a criminal matter, then the school will send out a formal letter to the parent, carer, volunteer or visitor with an invite to a meeting.
4. If the invitee refuses to attend the meeting, the school will write to them and ask them to stop the behaviour causing the concern and warn that if they do not, they may be banned from the school premises.
5. If after this the behaviour continues, the parent/carer/volunteer/visitor will again be written to and informed that a ban is now in place.

Note:

- (1) A ban from the school can be introduced without having to go through all the steps outlined above in more serious cases.
- (2) Site bans will normally be limited in the first instance.

C. Issues of Conduct with the Use of Social Media

Most people take part in online activities and social media. It's fun, interesting and keeps us connected.

Within these spaces however we ask that you use common sense when discussing school life online.

'Think before you post'

We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents/carers or children. We have established channels to deal with all concerns.

We take inappropriate use of social media by a parent/carer to publicly humiliate or criticise a member of staff or child very seriously.

If parents/carers have any concerns about their child's schooling, they should:

1. Initially contact the class teacher (by emailing info@ravenscote.surrey.sch.uk).
2. If the concern remains, they should contact the Senior Leadership Team through the School Office.
3. If still unresolved, contact the school governors through the complaint's procedure. They should not use social media as a medium to air any concerns or grievances.



Online activity which we consider inappropriate:

- Identifying or posting images/videos of other people's children.
- Abusive or personal comments about staff, governors or children or other.
- Bringing the school into disrepute.
- Posting defamatory or libellous comments about the school.
- Emails circulated or sent directly with abusive or personal comments about staff or children.
- Using social media to publicly challenge school policies or discuss school issues, individual children or members of staff.
- Threatening behaviour, such as verbally intimidating staff, or using bad language in online posts or emails.
- Breaching school online security procedures.

At our school, we take our safeguarding responsibilities seriously and will deal with any reported incidents robustly, in line with the actions outlined above.

