

Code of Conduct for Parents, Carers and Visitors

Keelham Primary School



Approved by: Full Governing Body

Date approved: September 2026

Review date: August 2027 or where applicable

Person responsible for review: Headteacher

This Code of Conduct is an unsigned agreement between the Parent, Carer, Visitor and Keelham Primary School.

At Keelham Primary School we are very proud and fortunate to have a very dedicated and supportive school community. Our staff team, governors, parents and carers all recognise that the education of our children is a partnership between us.

We expect our school community to respect our school ethos, keep our school tidy, set a good example of their own behaviour both on school premises and when accompanying classes on school visits. As a school community, we work hard to "be Kind, Persevere and Succeed" daily.

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.

This Code of Conduct supports our safeguarding responsibilities as set out in Keeping Children Safe in Education (2026) and our Child Protection and Safeguarding Policy. All parents, carers and visitors have a responsibility to help us keep children safe.

The purpose of this code of conduct is to provide the expectations around the conduct of all parents, carers and visitors connected to our school.

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 through the main school office or please contact the headteacher, 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.

For safeguarding concerns: If you have a safeguarding concern about a child, please contact:

- Designated Safeguarding Lead: Mr Hunter (Headteacher)
- Email: safeguarding@keelham.bradford.sch.uk
- Phone: 01274 832491

For urgent safeguarding concerns outside of school hours, please contact Bradford Children's Social Care on 01274 435999 (or 01274 431010 out of hours).

This code aims to clarify the types of behaviour that will not be tolerated and seeks parental agreement to these expectations.

The code of conduct also sets out the actions the school can take should this code be ignored or where breaches occur.

Equality and Inclusion

Keelham Primary School is committed to equality and inclusion. We will not tolerate any form of discrimination, harassment or victimisation based on:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

All parents, carers and visitors are expected to treat everyone in our school community with respect and dignity, regardless of their background or circumstances.

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
- Using loud or offensive language or displaying temper
- Threatening in any way, a member of staff, visitor, fellow parent/carers or child
- Damaging or destroying school property
- Sending abusive or threatening messages via Class Dojo, emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the school community
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff/governors at the school on any social media platform including but not limited to Facebook, X (formerly Twitter), Instagram, TikTok, WhatsApp groups, or other online forums
- 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 their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences)
 - Smoking, vaping, taking illegal drugs or the consumption of alcohol on school premises. (Alcohol may only be consumed during authorised events)
 - Dogs being brought on to the school premises (other than assistance dogs)
 - Breaching the school's visitor procedures or safeguarding protocols
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Parking and Road Safety

To keep all children safe, we expect all parents, carers and visitors to:

- Park considerately and legally outside the school gates
- Not park on yellow lines, across driveways, or in a way that blocks the road
- Supervise your children when walking to and from cars
- Follow instructions from school staff or traffic wardens
- Set a good example to children by following the Highway Code

Persistent dangerous or inconsiderate parking may be reported to the local authority or police.

Visitor Procedures

All visitors to the school must:

- Report to the main school office on arrival
- Sign in using the InVentry system
- Wear a visitor badge at all times whilst on school premises
- Be accompanied by a member of staff unless they have been cleared to work unsupervised
- Sign out when leaving the premises

Visitors who do not follow these procedures may be asked to leave the premises.

For more information, see our Visitor Policy and Safeguarding Policy.

Photography and Filming on School Premises

To protect the safety and privacy of all children:

- Parents and carers may only take photographs or videos of their own child during school events where the school has given explicit permission

- Photographs and videos taken at school events must not be shared on social media or other public platforms without the consent of all parents whose children appear in the images
- Photographs and videos must not be taken in areas where children may be in a state of undress (e.g., changing rooms, toilets)
- The school reserves the right to ask anyone to stop taking photographs or videos and to delete images if this code is breached
- Professional photographers used by the school will have been DBS checked and will follow strict safeguarding protocols

This is in line with our Child Protection and Safeguarding Policy and GDPR requirements.

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. It is important for parents and carers to make sure any persons collecting their children (authorised at the main school office) are aware of this policy.

What happens if someone ignores or breaks the code?

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

- 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 or violence and actual violence to any child, staff or governor in the school. This will also include anything that could be seen as a sign of harassment of any member of the school community, such as any form of insulting social media post or any form of social media cyber-bullying.
 - In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the school will refer the matter to Bradford Council's Legal Team for further action.
 - 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/carers with an invite to a meeting. If the parent/carers refuses to attend the meeting then the school will write to the parent/carers 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. If after this behaviour continues, the parent/carers will again be written to and informed that a ban is now in place.
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Banning from School Premises

In serious cases, or where there are repeated breaches of this Code of Conduct, the Headteacher may:

- Issue a formal warning letter
- Impose a temporary ban from the school premises
- Impose a permanent ban from the school premises

If a parent or carer is banned from the school premises:

- They will be notified in writing with reasons for the ban
- They will be informed of the duration of the ban
- They will be advised of alternative arrangements for drop-off/collection of their child
- They will be informed of their right to appeal the decision to the governing body
- The ban may be reviewed if there is evidence of changed behaviour

A ban does not affect a child's right to education at the school. Alternative arrangements will be made for communication about the child's education and welfare.

Note:

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

Issues of conduct with the use of Social Media (including the use of Class Dojo)

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

The school uses Class Dojo, and the FKPA has a Facebook page, which allows parents to receive and respond to messages about school events. We encourage you to positively participate if you wish. 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 or children. We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, member of staff or child.

Use of Class Dojo

Class Dojo is used by the school to share positive updates about your child's learning and to communicate important information.

Appropriate use:

- Viewing your child's updates and achievements
- Receiving messages from school staff
- Responding to direct messages from teachers about your child

Inappropriate use:

- Using Class Dojo Messenger to raise concerns or complaints (please contact the school office instead)
- Sending multiple messages outside of school hours
- Expecting immediate responses to messages

Teachers will respond to Class Dojo messages during school hours, typically within 48 hours during term time.

Communication with school and school staff

If parents have any concerns about their child in relation to the school as we have said above they should:

1. Initially contact the class teacher through the main school office (by telephone or email) not on Class Dojo Messenger
2. If the concern remains they should contact the Headteacher
3. If still unresolved, the school governors through the complaints 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 children
- Sharing or distributing images or videos of school events, activities or children without explicit permission from the school and the parents/carers of all children featured
- Creating or participating in WhatsApp groups or other messaging platforms that are used to discuss school matters, staff, or other families in a negative or defamatory way
- Abusive or personal comments about staff, governors, children or other parents
- Bringing the school into disrepute
- Posting defamatory or libellous comments

- Emails circulated or sent directly with abusive or personal comments about staff or children
- Using social media to publicly challenge school policies or discuss issues about individual children or members of staff
- Threatening behaviour, such as verbally intimidating staff, or using bad language
- Breaching school security procedures

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

Contact Information

Keelham Primary School

Well Heads

Bradford

BD13 4HH

Phone: 01274 832491

Email: office@keelham.bradford.sch.uk

Safeguarding: safeguarding@keelham.bradford.sch.uk

SEND: send@keelham.bradford.sch.uk

Related Policies

This Code of Conduct should be read in conjunction with:

- Child Protection and Safeguarding Policy
- Complaints Policy
- Online Safety Policy
- Visitor Policy
- Data Protection Policy
- Behaviour Policy

END OF Policy