



Parent Code of Conduct

Ysgol Gymraeg Dewi Sant - 2025

Ysgol Gymraeg Dewi Sant Parent/Carer Code of Conduct

Mission Statement

Ysgol Gymraeg Dewi Sant is a caring school which aims to create a stimulating, learning environment in which every individual has the opportunity to be the best they can be.

Code of Conduct

At Ysgol Gymraeg Dewi Sant we value our strong relationship with parents and carers. Together this helps us achieve the very best for the children in a mutually supportive partnership between parents, class teachers and the school community.

As a partnership, our parents will understand the importance of a good working relationship to equip their children with the necessary skills for adulthood. For these reasons we continually welcome and encourage parents or carers to participate fully in the life of our school.

To truly create the best outcomes for children requires the relationship between home and school to be based on the principles of care, integrity, trust and mutual respect. The maintenance of this relationship is important to ensure that a child or children are safe (please read our safeguarding policy) and not open to undue distress and anxiety.

Purpose and scope

At Ysgol Gymraeg Dewi Sant, 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 students, staff and parents
- Model appropriate behaviour for our students at all time

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 students (through our Relationships Policy).

This code of conduct aims to help the school work together with parents by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a student
- Anyone caring for a child (such as grandparents or child-minders)
- Anyone representing the parent of a child.

Our expectations of parents and carers

We expect parents and carers to:

- Respect the ethos, vision and values of our school
- Work together with staff in the best interests of our students
- Maintain reasonable expectations for staff response to general communications (normally five working days)
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful and reasonable solution to all issues
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Remember that this is a professional workplace, and all staff have the right to feel safe, respected, and secure in their environment

- Approach the right member of school staff to help resolve any issues of concern, following up if an appropriate response has not been received. If parents have any concerns about their child in relation to the school we ask that you:

1. Initially contact the class teacher
2. If the concern remains they should contact the Headteacher
3. If still unresolved, the school governors through the complaint's procedure

(Appendix B – School Complaints Policy)

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
- Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent or student, regardless of whether or not the behaviour constitutes a criminal offence
- Displaying a temper, or shouting at members of staff, students or other parents
- Damaging or destroying school property
- Abusive or threatening e-mails or text/voicemail/phone messages or other written communication
- Unreasonable demands upon school staff to respond to a parental query, or expectations for staff to communicate outside of normal working hours
- The school does not permit electronic recordings of meetings or telephone calls by parents or staff
- Making serial and unreasonable complaints (please see Complaints Policy)
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms (Please see Appendix A)
- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- 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)
- Dogs being brought on to the school premises (other than guide dogs)

Should any of the above behaviour occur on school premises, the school may take any of the following actions:

- Ending a meeting if this behaviour is displayed
- Not replying to communications that are offensive, abusive or derogatory
- Insist that the adult communicates with the school through one member of staff only
- Contact the appropriate authorities
- Consider banning the offending adult from entering the school grounds

If there are multiple breaches of the Code of Conduct, the consequences will escalate to more severe action. This may include a lengthy suspension from the school grounds.

We trust that parents will assist our school with the implementation of this policy, and we thank you for your continuing support of the school.

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
- Limit contact by allocating one key staff member to communicate with

- Invite the parent into school to meet with a senior member of staff or the headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the local authority's 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 for how to respond to breaches of the code of conduct rests with the Headteacher. The Headteacher will consult the Chair of Governors before banning a parent from the school site.

Appendix A

Inappropriate use of social media

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

The school and the PTA use Instagram 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. This is also relevant in the use of apps such as What's App.

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
2. If the concern remains they should contact the Headteacher
3. If still unresolved, the school governors through the complaint's procedure

Parents 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
- Abusive or personal comments about staff, governors, children or other parents
- Bringing the school in 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.

Appendix B

Link to School Complaints Policy: <https://www.ysgolgymraegdewisant.co.uk/polisiaur-ysgol-school-policies/>