CITY OF LONDON
PRIMARY ACADEMY
ISLINGTON

Parent and Carer Code of Conduct Policy

Responsibility:	Governing Body/Head Teacher
Updated:	September 2026
Approved by Board:	September 2026
Next Review Date:	September 2028

Introduction

At COLPAI, we have a supportive and friendly parent and carer body. Our parents/carers recognise that

educating children involves partnership between parents/carers/carers, teachers and the school community.

We wish to:

- Work in partnership with parents/carers to support their child's learning;
- Create a safe, respectful and inclusive environment for pupils, staff and parents/carers;
- Model appropriate behaviour for our pupils at all times.

As partners, our parents/carers understand the importance of good working relationships to secure the best education for their children. We welcome and encourage parents/carers to participate fully in the life of our school.

Purpose and Scope

The purpose of this policy is to provide a reminder to all parents/carers and visitors to our school of our expectations. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding.

Guidance

We expect parents/carers and visitors to:

- Respect the caring ethos, vision and values of our school;
- Work together with staff in the best interests of our pupils;
- Treat all members of the school community with respect – setting a good example in speech and behaviour;
- Seek a peaceful solution to all issues;
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct;
- Approach a member of school staff to help resolve any issues of concern, clarify their child's version of events with the school.

School Performances: Safeguarding and GDPR Protocols

Not all COLPAI children have permission to be photographed or filmed. For some of our families this is a question of parental choice and their GDPR rights must be upheld and fully respected at all times. For others, regretfully, this is a safeguarding imperative: some pupils' safety could be compromised were their images to be circulated. No parent or carer must film or photograph a school performance or assembly. In the event of a parent/ carer not upholding this protocol, the head teacher will ban that parent/ carer from future performances. Where ever possible, staff will take carefully curated photographs during dress rehearsals so that permitted photographs may be shared with families. For the avoidance of any doubt, parents and carers must ensure their mobile phone is kept out of sight at all times. Safeguarding our pupils is of paramount importance and all parents/ carers are required to follow this protocol.

Unacceptable behaviours, which cannot be tolerated, include:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the school grounds;
- Disruptive behaviour which interferes with or threatens to interfere with the smooth running of school events i.e. school entry and egress; school performances; sports day et cetera;
- Swearing, or using offensive language;
- Displaying temper, or shouting at members of staff, pupils or other parents/carers;
- Repeatedly using insulting terminology, name-calling or otherwise speaking disrespectfully to or about a member or members of staff on school premises;
- Use of discriminatory remarks targeted at a person's gender, ethnicity or sexual orientation;
- Threatening another member of the school community;
- Sending abusive messages to another member of the school community, including via text, email or social media;

- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on any social media platforms;
- 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;
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child;[1]
- Smoking or drinking alcohol on the school premises, unless alcohol has been allowed at a specific event.

Should any of the above occur on school premises or in connection with school, the school will take action. We may feel it is necessary to contact the Police or Children's Services and/or consider banning the offending adult from entering the school premises.

Any concerns you may have about the school must be made through the appropriate channels by speaking to the class teacher, Head Teacher or by using the school complaints procedure, so they can be dealt with fairly, appropriately and effectively for all concerned.

Thank you for abiding by this Code in our school. We are a happy and welcoming school for all parents, carers and children. Together, we shall maintain this environment for all our children.

[1] Such an approach to a child may be seen to be an assault on that child and may have legal consequences.