



**Code of Conduct**  
**for Parents,**  
**Carers & Visitors**

This Code of Conduct outlines the expectations for all parents, carers and visitors connected to Park CP School, Llay.

We are proud of our supportive school community and recognise that children thrive when school and home work in partnership. Mutual respect, clear communication and shared responsibility are fundamental to this partnership.

This Code applies to conduct:

- On school premises
- During school-related events
- In written correspondence (including email)
- Online, including social media

It supports our statutory responsibilities under Welsh legislation including the Education Acts (2002 & 2011), the Additional Learning Needs and Education Tribunal (Wales) Act 2018, and national safeguarding guidance.

### **Our Shared Expectations**

We expect all parents, carers and visitors to:

- Treat all staff, governors, pupils and families with courtesy and respect.
- Model positive behaviour and appropriate language at all times.
- Respect the professional role, responsibilities and decision-making of school staff.
- Follow school policies and procedures.
- Support the school in maintaining a safe, calm and purposeful learning environment.

Children learn from adult behaviour. We therefore expect all adults to set a positive example.

### **Communication with School**

We are committed to open and constructive communication. However, communication must remain respectful and mindful of staff workload and wellbeing.

Concerns relating to your child should be raised in the first instance with the class teacher, who is best placed to address day-to-day matters.

If the matter remains unresolved, it may be escalated to:

1. A member of SLT / ALNCo
2. Deputy Headteacher
3. Headteacher

Where necessary, concerns may be addressed through the formal Complaints Procedure, a copy of which is available on the school website.

Email is an efficient communication tool; however, clear boundaries are necessary to protect staff wellbeing and ensure teaching remains the priority.

- Parents may contact teachers using the school email addresses shared at the beginning of the academic year.
- Teachers' core responsibility during the school day is teaching and supporting pupils.
- Staff will not respond to emails before 8:30am, after 4:30pm, or at weekends.
- Teachers aim to respond within three working days.
- Where a matter requires investigation or consultation with senior leaders, a response may take longer.
- Staff are not expected to engage in prolonged or repeated email exchanges. Where appropriate, a meeting or telephone call may be arranged instead.
- If a message is urgent, parents/carers are requested to contact school via telephone or email [parents@park-pri.wrexham.sch.uk](mailto:parents@park-pri.wrexham.sch.uk). Alternatively, please message via our My Child at School app.

Emails must be written respectfully and professionally. Abusive, aggressive or excessive correspondence will not be tolerated and may result in communication being restricted to formal written channels only.

This approach reflects national guidance regarding sustainable workload, professional standards and staff wellbeing.

## **Behaviour That Will Not Be Tolerated**

To safeguard pupils and staff, the following behaviours are considered unacceptable and will not be tolerated:

- Disruptive behaviour which interferes with the school's normal procedures.
- Using loud, offensive or aggressive language.
- Threatening or intimidating behaviour towards any member of the school community.
- Physical, verbal or written aggression.
- Sending abusive, excessive or defamatory emails, messages or social media communications.
- Posting derogatory or misleading comments about the school or individuals connected to it.
- Approaching or chastising another person's child regarding an incident.
- Damaging school property or outdoor areas.
- Smoking/vaping, consuming alcohol or taking illegal substances on school premises.
- Bringing dogs onto site (other than authorised assistance dogs).

The school reserves the right to take proportionate action where behaviour compromises safety, wellbeing or the professional integrity of staff.

## **Social Media Conduct**

Social media must not be used to air concerns or grievances about the school community.

The following online behaviours are considered inappropriate:

- Posting images or videos of children without consent, particularly where other children are identifiable.
- Making abusive or personal comments about staff, governors, parents or pupils.
- Publicly challenging school policies rather than raising concerns directly with the school.

- Threatening or intimidating language directed at members of the school community.

Where online behaviour amounts to harassment, defamation or safeguarding concerns, the school may involve the Local Authority Education Legal Team or the Police.

## **Supervision and Safety**

To maintain a safe environment:

- Parents/carers must supervise children on the yard before and after school.
- Safe parking guidance must be followed, including use of the Visitor Car Park off School Road.
- All visitors must report to the school office on arrival in line with safeguarding procedures.

## **Breach of This Code**

Where this Code is breached, proportionate action will be taken. This may include:

- A meeting with the Headteacher and/or Chair of Governors.
- A formal written warning.
- Restriction of communication to written correspondence only.
- Temporary or permanent removal of permission to enter school premises.
- Referral to the Local Authority Education Legal Team.
- Referral to the Police where behaviour is serious or potentially criminal.

All actions will prioritise safeguarding, staff wellbeing and the orderly running of the school.

## **Agreement**

By enrolling your child at Park CP School, Llay, parents and carers agree to abide by this Code of Conduct and to support the school in maintaining a respectful, safe and positive learning environment for all. It is the responsibility of parents/carers to ensure that any wider family members who are involved in

the drop off or collection of your children are aware of this code as they, along with visitors to school are expected to adhere to the contents.

Adopted by the staff and ratified by the Governing Body.

For and on behalf of the Governing Body \_\_\_\_\_

Headteacher: *R L Billington*

Date: Spring Term 2026

Date for Review: Spring Term 2028

