

# Parent/Carer & Visitor including Professionals Code of Conduct



# Meadowfield

To inspire and motivate all pupils and staff who learn  
and work together to aspire to endless possibilities.

## 1. Purpose and Scope

Meadowfield School is committed to working in partnership with parents and carers so that pupils are safe, supported and able to achieve the best possible outcomes. This code explains the standards of conduct expected from parents, carers and visitors whenever they interact with the school or members of the school community.

The school aims to:

- work in partnership with parents and carers to support each pupil's learning, wellbeing and development
- work together to secure the best possible outcomes for pupils
- maintain a safe, respectful and inclusive environment for pupils, staff, parents, carers and visitors
- communicate openly and respectfully when concerns, challenges or disagreements arise
- model the behaviour and values we expect pupils to develop

This code applies on the school site, at school events and activities, during arrival, departure and transport handovers, in telephone and written communications, on social media, and off site where conduct relates to the school or affects the safety or wellbeing of a member of the school community.

Nothing in this code prevents a parent, carer or visitor from asking reasonable questions, raising a safeguarding concern, challenging a decision or making a complaint. It sets expectations for how these matters must be raised and addressed.

For this code:

- parent or carer means anyone with parental responsibility for a pupil and anyone caring for a pupil, including a foster carer, relative or childminder
- visitor means any other person attending the school or a school activity, including relatives, prospective parents, volunteers, contractors and visiting professionals, unless separate contractual or professional arrangements apply

## 2. Expected Conduct

Parents, carers and visitors are expected to:

- respect the ethos, published values, policies and reasonable instructions of the school
- work with staff in the best interests of pupils and recognise the school's duty to consider the needs and safety of the whole school community
- treat pupils, staff, other parents, carers and visitors with courtesy and respect, including when there is disagreement
- use calm, non-threatening language and seek a peaceful resolution to concerns
- use the school's agreed communication routes and make an appointment when a discussion requires time, privacy or the involvement of a senior member of staff
- allow the school a reasonable opportunity to establish the facts and respond within its published timescales
- supervise children in their care and address their behaviour where it could lead to conflict, aggression, disruption or unsafe conduct
- respect privacy and confidentiality and avoid discussing sensitive school matters where pupils or other members of the community may overhear
- follow all signing-in, identification, access, parking, transport, health and safety, and emergency arrangements
- tell the school in advance about any reasonable adjustment or accessibility support needed for a visit or meeting, where possible



### 3. Communication Confidentiality and Information Sharing

Parents, carers and visitors must not approach individual staff members informally, either in person or through a staff member's personal social media or messaging account, to discuss a pupil, staff member, incident, allegation, complaint or other school matter, or to try to obtain information. This includes approaching staff during arrival or departure, outside the school site, in the community or outside working hours. Questions and requests must be made through the school's agreed communication channels, such as the main office, an official school email address, the school's approved communication system or a pre-arranged meeting.

Staff will not discuss school matters through personal accounts or informal contact. They may end the discussion and refer the matter to the Principal or another appropriate senior leader.

The school will share information with parents and carers who are entitled to receive it when sharing is lawful, appropriate and necessary. Information will be shared on a need-to-know basis. The school cannot disclose confidential information about another pupil, family or staff member, including the detail or outcome of any safeguarding, disciplinary or employment process. Safeguarding, data protection, confidentiality or other legal duties may also mean that the school cannot share all of the information requested. The school will take account of the pupil's age, understanding, rights and any applicable legal arrangements when deciding what may be shared.

Parents, carers and visitors must not pressure or question pupils, staff, other parents or visitors to obtain confidential information. Concerns about a pupil or member of staff must be raised directly with the school through an appropriate official channel.

Meetings, telephone calls and conversations must not be audio-recorded, video-recorded, photographed or live-streamed without informing everyone involved and obtaining the school's prior agreement. The school will consider reasonable adjustments and any legal requirements when deciding whether recording is appropriate.

The main school reception is open from 8.00am – 4.30pm Monday – Thursday and 8.00am – 4.00pm Friday (Upton Lane 9.00am – 4.00pm Monday – Thursday and 9.00am – 3.30pm Friday). There are times when reception is closed early for staff training and we will always advise parents/carers via Weduc/Reachmoreparents App.

Parents/carers are welcome to leave a message on our answerphone out of school hours and these messages will be actioned the next working school day. Alternatively, parents/carers are welcome to contact the school via the office email, [office@meadowfield.kent.sch.uk](mailto:office@meadowfield.kent.sch.uk)

Please be aware that staff are not expected to respond to any questions or concerns outside the school working day, these will be addressed the next school working day and we ask that you do not email staff during the evening, late at night or at the weekend.

In today's world of social media, we ask that you are respectful of the whole Meadowfield community and if you are concerned or unhappy, please contact the school directly, where we will be happy to provide you with clear, concise and accurate information. Please note that staff are encouraged NOT to accept friend requests from parents of children in school as this can create conflicts of interest.

#### **4. Visiting the school and using mobile devices**

Parents, carers and visitors must:

- enter and leave through the designated entrance, report to reception, sign in and out, and wear the visitor identification provided
- remain in authorised areas and be accompanied where required by the school's visitor arrangements
- not enter classrooms, offices, playgrounds or other pupil areas without permission
- follow staff instructions promptly, including during transport times, emergencies, evacuations or lockdowns
- not photograph, film or record any pupil, staff member, display, document or area of the site without explicit permission
- return any visitor badge, lanyard, key or access device before leaving

Mobile phones and smart devices must not be used on the school site, including the car park, unless, they are required for an agreed accessibility or medical need, or they are needed in an emergency. Devices must never be used to photograph, film or record pupils or staff without explicit permission.

Assistance dogs are welcome. No other dog or animal may be brought onto the school premises without prior permission from the Principal.

#### **5. Appointments with Senior Leadership & Staff and Investigations**

In accordance with the School's procedures, same-day appointments with members of the Senior Leadership Team or other staff are not ordinarily available. To request a meeting, parents and carers are required to contact the School Office via the designated email address, [office@meadowfield.kent.sch.uk](mailto:office@meadowfield.kent.sch.uk)

All appointment requests should include a brief summary of the question or concern to ensure that the matter is directed to the most appropriate member of Leadership or other school staff and addressed in a timely and effective manner.

All appointments will last a maximum of approximately one hour and if further time is required this will be organised at the end of the first meeting.

#### **6. Car Park Facility**

The School car park is private property, and the School retains full authority over its access, management, and use. Parents, carers, and visitors are permitted to use the car park at the discretion of the School and entirely at their own risk.

The School operates a zero-tolerance approach to any form of abusive, aggressive, or inappropriate behaviour towards staff, pupils, or other car park users.

Due to limited capacity in relation to the number of pupils and staff, parking spaces/areas cannot be guaranteed, and it may not always be possible to accommodate individual parking preferences. All users

must comply with the directions and instructions of staff responsible for supervising and managing the car park. Failure to do so may result in withdrawal of permission to use the facility.

## **7. Equality, Discrimination & Inclusion**

In accordance with the School's core values and commitment to equity and inclusion, any form of discrimination on the grounds of ethnicity, religion or belief, sexual orientation, gender, or any other protected characteristic will not be tolerated under any circumstances. All members of the school community are expected to uphold these principles and contribute to a respectful, inclusive, and safe environment for all.

## **8. Behaviour that will not be tolerated**

The following behaviour is unacceptable whether it occurs in person, in writing, by telephone, online or through another person:

- disrupting, or threatening to disrupt, school operations, lessons, transport arrangements, events or activities
- persistent questioning of staff, visitors or other parents to gain information which is confidential, spreading and repeating rumors and engaging in or seeking to engage others in gossip and misinformation
- swearing, shouting, using offensive or discriminatory language, displaying a temper, or communicating in a way that is abusive, humiliating or intimidating
- threatening, harassing, stalking or attempting to intimidate a pupil, member of staff, parent, carer or visitor
- violence, attempted violence, aggressive conduct, physical punishment of a child, or any behaviour that causes a person reasonably to feel threatened or unsafe
- possessing a weapon, imitation weapon, illegal drug, unauthorised psychoactive substance or any item intended to cause harm or alarm
- damaging, misusing or removing school property or another person's property
- entering a restricted area, refusing to follow a reasonable instruction, refusing to leave when asked, or attempting to gain access without permission
- approaching, questioning, reprimanding, disciplining or making direct contact with another person's child; concerns about a pupil must be reported to staff
- sending abusive, insulting, threatening, discriminatory or harassing messages by text, email, social media or any other platform
- using social media or other public forums to identify, target or share private information about a pupil, family, member of staff or visitor
- posting or circulating malicious, knowingly false, abusive, threatening or discriminatory material about the school or a member of its community
- contacting staff through personal telephone numbers, email addresses, messaging services or social media accounts about school matters
- repeated, excessive or unreasonably demanding contact that prevents staff from carrying out their duties, after the school has explained an appropriate communication route
- smoking or vaping anywhere on the school premises
- drinking alcohol, being under the influence of alcohol, illegal drugs or another substance that impairs safe conduct, or possessing or taking illegal drugs or unauthorised psychoactive substances on the premises
- driving, parking or behaving in a way that puts pupils, staff or other visitors at risk

## **9. Raising a concern, safeguarding matter or complaint**

A parent or carer with a concern should contact the school through an official channel via email [office@meadowfield.kent.sch.uk](mailto:office@meadowfield.kent.sch.uk) and ask to speak to the member of staff best placed to help. Email is the preferred communication as this provides the school with an understanding of the concern, enables us to direct the matter to the most appropriate person and ensures there is a written record of your concern or question. Where a matter needs a fuller discussion, the school may arrange a private meeting and ask a senior leader or another appropriate person to attend.

A concern about a child's immediate safety or welfare should be reported promptly to the school office and identified as a safeguarding concern so that it can be passed to a Designated Safeguarding Lead. If a child or adult is in immediate danger, contact the emergency services.

Where an investigation is conducted, to ensure this is a fair investigation, the School is required to gather detailed information and, where necessary, obtain statements from all parties involved. This process will be conducted in a timely manner and, wherever possible, in partnership with families, while maintaining appropriate confidentiality and professional standards.

The School appreciates parents/carers and members of the wider community raising concerns directly with the School in the first instance, as this enables concerns to be addressed promptly and collaboratively in the best interests of the child.

If a concern cannot be resolved informally, the school's Complaints Policy must be followed. Complaints must not be pursued by confronting staff, pupils or other families, or by posting about the matter on social media. The school will consider reasonable adjustments to help a person access the complaints process.

## **10. Responding to a breach of this code**

When the school suspects or becomes aware of a breach of this code, it will establish the relevant facts and consider the seriousness, frequency, context, impact and any known reasonable adjustments. Where it is safe and appropriate, the person concerned will be told about the concern and given an opportunity to explain their account.

Depending on the circumstances, the school may:

- give a verbal or written reminder of the expected conduct
- issue a formal warning or ask the person to agree to clear conduct and communication arrangements
- set a single point of contact, require communication in writing, arrange meetings by appointment only, or place proportionate limits on the frequency or method of contact
- end a telephone call or meeting, ask the person to leave, or refuse or cancel a visit where behaviour is unsafe or disruptive
- invite the person to meet with the Principal or another senior leader
- record the incident and retain relevant correspondence, witness accounts, CCTV or other evidence in line with data protection requirements
- contact the police, local authority, safeguarding services or another appropriate agency
- seek legal advice or take legal action where conduct may amount to harassment, a threat, criminal behaviour, trespass, defamation or another legal wrong
- withdraw permission to enter the site and bar the person from school premises

The school will respond proportionately. Where there is an immediate safety risk or serious disruption, it may require a person to leave, contact the police or impose a temporary bar before completing its enquiries.

If the school intends to bar a person from the premises, the person will normally be informed in writing and given an opportunity to make representations by a stated deadline. After considering those representations, the school will confirm its decision and how and when the arrangement will be reviewed. A bar from the premises does not prevent the person's child from attending school; alternative arrangements for communication, meetings and handover will be made where necessary.

The final decision about the school's response to a breach rests with the Principal, who may seek advice from the governing body, local authority, police or legal advisers as appropriate. The Chair of Governors will be informed when a person is barred from the school site.

## 11. Related policies and guidance

This code should be read alongside the school's:

- Safeguarding and Child Protection Policy
- Complaints Policy
- Visitor Procedures
- Data Protection Policy and privacy notices
- Online Safety Policy
- Equality Information and Objectives
- Behaviour Policy

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|------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
|  <b>School Policy Approved by Leadership Team</b> |                             |
| <b>Policy Adopted</b>                                                                                                              | Date: September 2026        |
| <b>Policy Approved</b>                                                                                                             | Date: September 2026        |
| <b>Next Review</b>                                                                                                                 | Date: Academic year 2028/29 |



# PUBLIC NOTICE

## ZERO TOLERANCE POLICY

Our staff are here to help you, please treat them with respect

Meadowfield School staff must be able to come to work without fear of violence, abuse either verbally/physically or harassment.

Meadowfield School operates a **Zero Tolerance** policy and acts of violence, threatening or abusive behaviour including shouting, swearing will not be tolerated.



Anyone acting in such a manner will be asked to leave the premises immediately.



# PUBLIC NOTICE

## Meadowfield School Car Park

Patrons are invited to use Meadowfield School car park at the invitation of the School Management, it is not an automatic right of access.



Only authorised persons permitted on site. Liability will not be accepted by the School for any injury or damage sustained. Users of this car park do so at their own risk and the Management cannot accept responsibility for any accidents, damage or injury.



## PUBLIC NOTICE

**DO NOT BLOCK THE  
ENTRANCE**

Patrons are invited to use Meadowfield School car park at the invitation of the School Management, it is not an automatic right of access.

Meadowfield School operates a **Zero Tolerance** policy and acts of violence, threatening or abusive behaviour including shouting, swearing, not following staff directions will not be tolerated.



Anyone acting in such a manner will be asked to leave the premises immediately and could be banned from the site.