Hamp Nursery and Infants School

Parent and Carer Code of Conduct

2026–2027

Review: Autumn 2027, or earlier following a significant change in guidance or circumstances.

Status: Draft for governing body approval

1. Our purpose and ethos

At Hamp Nursery and Infants School, Every Child Matters. Our values — Be Ready, Be Respectful, Be Safe — guide how we treat one another. We work in partnership with parents and carers to help every child feel safe, included, valued and ready to learn. We take a relational and trauma-informed approach: we listen, seek to understand and aim to resolve difficulties with kindness, clarity and respect.

This code sets out the standards of behaviour we expect from adults in our school community and how we respond if those standards are not met. We recognise that families may be experiencing stress or difficulties. We will listen without judgement and offer reasonable support, while keeping children, families and staff safe.

2. Who this code applies to

This code applies to parents, carers, family members, childminders and other adults who visit the school or nursery, attend school activities or communicate with the school, including by telephone, email, messaging and social media. Staff and pupils are covered by their own relevant school policies.

3. Working together: our shared expectations

- Treat children, staff, other families and visitors with courtesy, dignity and respect, even when we disagree.
- Work with staff in children's best interests and support children to behave safely and respectfully, recognising individual needs and differences.

- Raise questions or concerns calmly and through appropriate school channels; arrange a private conversation where a matter needs more time or confidentiality.
- Follow reasonable site safety instructions, including arrangements for collection, drop-off, visitors, vehicles, bicycles and scooters.
- Respect privacy and confidentiality, particularly where other children or families are involved.

4. Behaviour that is not acceptable

We will not accept conduct that undermines safety, dignity or the orderly running of the school, including:

- Threats, intimidation, harassment, aggression, violence, spitting, abusive gestures, persistent shouting or offensive and abusive language directed at others.
- Racist, sexist, homophobic, transphobic, disablist or other discriminatory abuse, harassment or victimisation.
- Bullying or abusive communications in person, by telephone, email, text or social media, including targeting individual children, staff or families.
- Disrupting lessons, school activities or safe arrival and collection arrangements; refusing reasonable safety directions.
- Physically punishing a child on school premises or attempting to discipline another person's child rather than alerting staff.
- Smoking or vaping, drinking alcohol, using illegal drugs or attending the school site while behaviour is impaired by substances.
- Bringing dogs onto the premises, except assistance dogs or an exception agreed by the school in accordance with legal duties and site safety arrangements.
- Taking or sharing photographs, video or recordings in ways that breach privacy, safeguarding expectations or school event guidance.

Parents and carers remain free to raise concerns, make complaints, express disagreement and give fair criticism, including online. This code addresses abusive, threatening or otherwise unacceptable conduct; it is not intended to prevent legitimate complaints or lawful expression.

5. Safety on the school site

We encourage active travel. Nursery and Infant children and younger siblings may ride bicycles or scooters on the road section of the school driveway only, in accordance with our published site arrangements, leaving the footpath clear. Older siblings, including Hamp Academy pupils, and all adults must dismount and walk their bicycles or scooters on site. Everyone must follow staff directions and use designated parking or storage areas.

Motorised or electric scooters must not be ridden on the school site. Parents and carers should also follow the school's arrangements concerning dogs, parking and safe entry and exit.

6. Equality, inclusion and safeguarding

We recognise that children and adults have different needs, including disabilities, SEND, communication differences and experiences of trauma. We will consider reasonable adjustments and accessible ways to communicate and meet, while maintaining appropriate expectations of safety and respect.

If behaviour or information raises a concern about a child's safety or welfare, staff will follow the Safeguarding and Child Protection Policy and make referrals where necessary. An immediate threat may require urgent assistance from the police or other appropriate services.

7. Raising concerns and resolving disagreements

We encourage families to speak with their child's class teacher or the relevant nursery staff member in the first instance, where appropriate. The school office can arrange a meeting with a senior member of staff if a longer or private discussion is needed. Formal complaints should be made under the school's Complaints Procedure. Parents are not expected to discuss sensitive matters publicly or in front of children.

Where a conversation becomes heated, staff may pause it and arrange a suitable time or alternative way to communicate. We will seek a constructive solution wherever it is safe and appropriate to do so.

8. Responding to breaches of this code

Our response will be proportionate to the seriousness, frequency and impact of the behaviour. We will normally seek to understand what happened and, where appropriate, give the adult an opportunity to explain. Depending on the circumstances, actions may include:

- A reminder of expectations or an informal discussion.
- An arranged meeting, agreed communication boundaries or a written warning.
- Seeking advice from Somerset Council or relevant professional services, or contacting the police where appropriate.
- Temporary or longer-term restrictions on access to the site where necessary to protect children, staff or others.

Serious incidents may require immediate protective action without a prior warning. We will record decisions and reasons, and handle personal information in accordance with applicable data protection requirements.

9. Restricting access to school premises

Restricting access is a significant step and will be considered only where necessary and proportionate. Where there is no immediate safety risk, the adult will ordinarily be informed of the concerns and given a reasonable opportunity to respond before a decision is made. If urgent action is needed, a temporary restriction may be imposed while the matter is considered.

Any restriction will normally be confirmed in writing, explaining its reasons, scope, duration or review date, who to contact and how representations can be made. The Headteacher will consult

the Chair of Governors and seek Somerset Council legal advice where appropriate. Decisions will be reviewed fairly, with someone not previously involved where practicable, and with due regard to equality duties and the circumstances of the family.

Because our children are young, the school will make suitable arrangements for safe handover, attendance, communication and access to information if a parent or carer is restricted from entering the site. A site restriction does not remove parental responsibility or the right to use the school's complaints process.

A restriction on permission to enter school premises should not be described as automatically creating a criminal offence. Any enforcement action will be considered in line with the relevant law and advice.

10. Related policies and review

This code should be read alongside the Safeguarding and Child Protection Policy, Complaints Procedure, Equality information and objectives, Relational Behaviour Policy, Staff Code of Conduct and published site safety arrangements.

Approved by governing body: _____ Date: _____

Next review: Autumn 2027 (or sooner if required).