CAMPFIRE EDUCATION TRUST

Parent and Carer Code of Conduct

Approved by:	Full Trust Board
Approved on:	16 July 2025
Reviewed by:	Executive Team
Reviewed on:	24 February 2026

1. Purpose and Scope

At Campfire Education Trust (CET), we are a group of schools united by a shared commitment to high standards, inclusive education, and strong community relationships. Across all of our schools, we believe it is essential to:

- Work in partnership with parents and carers to support their child's learning and development
- Create safe, respectful, and inclusive environments for pupils, staff, and families
- Model appropriate behaviour for our pupils at all times

To support this vision, all schools within the CET follow a clear set of expectations for behaviour from staff (through the Staff Code of Conduct), pupils (through our Behaviour Policies), governors and trustees (through Governance Codes of Conduct) and parents/carers through this Parent and Carer Code of Conduct**.**

This document sets out the behaviours expected from parents, carers, and visitors across all Campfire Education Trust schools to maintain a safe and supportive school community.

For the purposes of this code, 'parents' refers to:

- Anyone with parental responsibility for a child
- Anyone caring for a child (e.g., grandparents, foster carers, or childminders)

2. Our Expectations of Parents and Carers

We expect all parents, carers, and visitors across our Trust schools to:

- Support the ethos, vision, and values of the individual school and CET
- Work collaboratively with staff in the best interests of the child
- Treat all members of the school and wider CET community with courtesy and respect
- Communicate calmly, constructively, and appropriately at all times
- Encourage respectful behaviour in their children and address inappropriate behaviour where necessary
- Raise concerns through the appropriate school channels as set out in our communication strategy and policies, rather than directly approaching other children or parents

3. Parent communication lines

To ensure clear, consistent, and efficient communication between school and home, parents and carers should follow the appropriate lines of communication when raising queries or seeking support:

- **General school queries or information requests**
  Contact the school office via email.
  This ensures messages are received, logged, and directed appropriately.
- **Class-based issues**
  Direct any classroom-related concerns or updates to the class teacher in the first instance.
  Essential updates relating to your child's immediate day at school can happen on the door, however, if you require a longer conversation, please book an appointment with the teacher via the office email.
  This includes matters related to day-to-day learning, behaviour, or pastoral care.
- **Curriculum or subject-specific queries**
  If the issue relates specifically to a subject area or curriculum content, parents should

contact the school office via email. Your message will then be directed to the most appropriate person in school.

- **Safeguarding Concerns**
  If you have a safeguarding concern, please refer to the school website for details on how to follow our safeguarding procedure.
- **Escalated concerns or unresolved issues**
  If further support is needed, parents should contact the Headteacher or Head of School, via the office email, who will review the concern and take appropriate action. Please refer to the Complaints and Resolutions Policy for further details.

  Please note that is up to the leadership of the school to decide who is the best person to deal with your concern. Please refer to the complaints and resolutions policy for further details.

  Contact with the Local Governing Board at the school must be made through the school's Governance Professional. The email address can be found on the Governance page of the school's website.

  Any communication for Campfire Education Trust must be sent via email to: enquiries@campfiretrust.co.uk. This ensures messages are received, logged, and directed appropriately.

Please be aware that while communication with families is valued, staff may not be able to respond immediately to messages during the school day. We kindly ask for your patience and understanding, and assure you that all enquiries will be responded to within a reasonable timeframe.

Please note: To maintain clarity and proper documentation, verbal or informal messages (e.g., at the school gate or classroom door) are discouraged.

4. Unacceptable Behaviour

The following behaviours will not be tolerated at any Campfire Education Trust school site or during Trust or school related events**:**

- Disrupting or threatening to disrupt the normal operation of a school
- Using offensive, aggressive, or inappropriate language
- Aggressive behaviour, including shouting or threatening gestures
- Threatening, intimidating, or physically confronting staff, pupils, or other parents
- Using physical punishment on your child while on school premises
- Reprimanding another person's child
- Smoking, vaping, drinking alcohol (except where expressly permitted), or using drugs (including legal highs)
- Making defamatory, offensive, or derogatory comments about any school, staff member, pupil, or parent across CET on social media platforms
- Parents and carers must not make covert (secret) audio or video recordings of staff, pupils, or other parents on school premises or during school-related meetings or events. Any attempt to record staff or pupils without their knowledge or consent will be treated as a breach of this Code of Conduct. Such behaviour may result in the school implementing a communication plan, restricting communication to specific channels, or issuing a formal ban from the school site.

5. Breaches of the Code of Conduct

If a parent or carer is suspected of breaching this code at any Campfire Education Trust school**,** the school will:

- Investigate the incident, including speaking with those involved
- Discuss the matter directly with the parent/carer

Depending on the seriousness of the breach, the school may:

- Arrange a meeting with the parent to discuss the matter with a Senior Leader
- Issue a formal warning in writing
- Refer the matter to external authorities (in cases of potential criminal activity)
- Seek legal guidance and consider communication restrictions
- Ban the parent or carer from the school premises (a ban applies to all school sites within our trust)

All actions taken will be fair, proportionate, and tailored to the nature of the incident. Final decisions will be made by the Executive Headteacher in consultation with the Head of School, Headteacher and, or where appropriate, the Campfire Education Trust central team.