



June 2026

Code of Conduct for Parents & Carers
Hove Learning Federation

This Code of Conduct is an unsigned agreement between Parents, Carers, Visitors and Hove Learning Federation.

At Hove Learning Federation School we are very proud and fortunate to have a very dedicated and supportive school community. At our school the staff, Governors, parents and carers all recognise that the education of our children is a partnership between us.

We expect our school community to respect our school ethos, keep our school tidy, set a good example of their own behaviour both on school premises and when accompanying classes on school visits.

The purpose of this Code of Conduct is to provide the expectations around the conduct of all parents, carers and visitors connected to our school.

We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. However, we understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships. Where issues arise or misconceptions take place, please contact your child's teacher or a member of the senior leadership team, who will be available to meet with you, go through the issue and hopefully resolve it. Where issues remain unresolved, please follow the school's complaints procedure. This is available on the school website or a copy can be requested from the school office.

This code aims to clarify the types of behaviour that will not be tolerated and sets out the actions the school can take should this code be ignored or where breaches occur.

Behaviour that will not be tolerated:

- Disruptive behaviour which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises
- Using loud or offensive language or displaying temper
- Threatening in any way, a member of staff, visitor, fellow parent/carer or child
- Damaging or destroying school property

- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within or about the school community
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/carers/staff/Governors at the school on social media, including WhatsApp chats.
- The use of physical, verbal or written aggression towards another adult or child. This includes discipline of your own child on school premises
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child, (such an approach to a child may be seen as an assault on that child and may have legal consequences)
- Smoking, taking illegal drugs or the consumption of alcohol on school premises (alcohol may only be consumed during authorised events)
- Dogs being brought on to the school premises (other than guide dogs).
- Any other behaviour considered by SLT to be inappropriate on the school premises (the above list is not exhaustive)

Should any of the above occur on school premises or in connection with the school, the school may feel it is necessary to take action by contacting the appropriate authorities or consider banning the offending adult from entering the school premises.

Appropriate use of social networking sites by parents/carers

The school recognises that many parents/carers and other family members will have personal social networking accounts, which they might use to discuss/share views about school issues with friends and acquaintances. However, this is not the way to raise concerns or complaints as the school will not respond to issues raised on a social networking site. If there are serious allegations being made/concerns being raised, social media or internet sites should not be used to name or identify individual pupils and make abusive comments. Please contact the school directly to discuss any concerns you may have.

We take inappropriate use of social media by a parent/carer to publicly humiliate or criticise another parent/carer, member of staff or child very seriously.

Online activity which we consider inappropriate:

- Parent/Carers should also not be asked about pupil absences on class WhatsApp groups.
- Identifying child by either name/actions on class WhatsApp groups/social media
- Identifying or posting images/videos of school pupils on social media
- Abusive or personal comments about staff, Governors, children or other parents/carers
- Bringing the school into disrepute
- Posting defamatory or libellous comments about staff or pupils
- Emails circulated or sent directly with abusive or personal comments about staff or children
- Using social media to publicly challenge school policies or discuss issues about individual children or members of staff
- Threatening behaviour, such as verbally intimidating staff and/or pupils, or using bad language
- Breaching school security procedures
- Posting racist, sexist or homophobic comments or otherwise prejudiced language
- Posting comments which threaten violence
- Posting comments or engaging in online discussions with children other than their own.

Parents/Carers should also ensure that their children are not using social networking and other internet sites in an inappropriate manner and use appropriate age restrictions.

It is expected that parents/carers explain to their children what is acceptable to post online.

Parents/carers are also expected to monitor their children's online activity responsibly, including in relation to their use of social media. Please note that most social networking sites requires the user to be a minimum of 14 years old.

It is important to be aware that digital content can be impossible to completely erase. Once a post or image is published, it can be immediately copied, reshared and published elsewhere creating a persistent digital footprint. Please read this code of conduct in line with Hove Federation's Positive Relationships Policy, Anti-Bullying Policy, Online and E-safety policy and Safeguarding Policy.

Procedures the school will follow if inappropriate use occurs:

The school will always try to deal with concerns raised by parents/carers in a professional and appropriate manner and understands that parents/carers may not always realise when they have used social networking sites inappropriately. Therefore, as a first step the school will usually discuss the matter with the parent/carer to try to resolve it and to ask that the parent/carer removes it. If the parent/carer refuses to do this and continues to use social networking sites in a manner the school considers inappropriate, the school will consider taking the following action:

- Take legal and or safeguarding advice and/or legal action where the information posted is defamatory in any way or if the circumstances warrant this
- Set out the school's concerns to the parent/carer in writing, giving a warning and requesting that the material in question is removed
- Admins to the class WhatsApp groups will delete defamatory comments as soon as possible and within the 48hr WhatsApp guidelines
- Parents/carers may be removed from the class WhatsApp groups if they negatively name children/staff/parents/carers
- Contact the police where the school feels it appropriate – for example, if it considers a crime (such as harassment) has been committed or in cases where the posting has a racial element, is considered to be grossly obscene, grossly offensive or is threatening violence
- If the inappropriate comments have been made on a school website or online forum, the school may take action to block or restrict that individual's access to that website or forum
- Contact the host/provider of the social networking site to complain about the content of the site and ask for removal of the information
- Ask parents/carers not to volunteer at school events whilst the online activity is being looking into.
- Take other legal action against the individual following appropriate advice.

As a school we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above.

Thank you for abiding by this policy in our school. Together we create a positive and uplifting environment not only for the children but also for all who work in and visit our school.

Yours sincerely,

Maddie Southern
Executive Headteacher, Hove Learning Federation.