



Parent Code of Conduct

Policy date:	June 2025
Date of next review:	May 2026
Owner:	Chief Finance and Operations Officer/ Deputy Master
SLT committee responsible:	SLT
Intended audience:	Parents, prospective parents
Location:	School Portal and website

1. Introduction

- 1.1. At Haileybury we are committed to fostering a safe and respectful environment for everyone. As part of this, we set expectations about the conduct and behaviour of all members of our community, including the families of children at the School.
- 1.2. When you accept a place for your child at Haileybury it is the start of a partnership in which good working relationships between staff and parents are essential. In order to fulfil our obligations to you and your child, and to maintain a constructive relationship with you, we ask for your cooperation and that you engage with the School in a manner that is reasonable and respectful.
- 1.3. The Terms and Conditions set out your obligations as parents of a child at the School and other expectations may be communicated by the School from time to time.
- 1.4. This Code of Conduct provides further detail about how we expect parents to interact with the School and behave towards and communicate with other members of the School community, including school staff, representatives of the School and other pupils – in person or online.
- 1.5. For the purpose of this policy, “parent” has the same meaning as in the Parent Contract and means any person who has signed the Acceptance Form as a holder of parental responsibility for the child at the School, or who, with the School’s consent replaces a person who has signed the Acceptance Form. It also includes wider family members and any persons with whom the School communicates or deals with on parents’ behalf.

2. Supporting your child

- 2.1. It is important that parents model good behaviour and learning habits. The School expects that you will support your child in their education and participation in school life including by:
 - 2.1.1. encouraging your child in their studies and giving appropriate support at home, including by providing suitable time and space for any homework to be completed independently;
 - 2.1.2. ensuring your child attends school and arrives on time and ready to learn;
 - 2.1.3. responding to any requests for information or consent regarding your child’s participation in school activities in a timely manner;
 - 2.1.4. engaging quickly, openly and cooperatively with school staff should they raise any concerns with you regarding your child’s academic progress, behaviour or wellbeing; and
 - 2.1.5. attending routine parent meetings or any individual meetings arranged to discuss or support your child.
- 2.2. This list is not exhaustive.

3. Respecting Term Dates and School Timings

- 3.1. In order to support pupils’ full participation in school life and to maintain the integrity of our educational provision, it is essential that all pupils attend school for the entire duration of each term, including the start and end dates published in advance on the School calendar.
- 3.2. Parents are expected to:

- 3.2.1. avoid making travel, holiday or other arrangements that would require their child to miss the beginning or end of term;
- 3.2.2. ensure that pupils return to school on time after holidays, exehats and half-terms;
- 3.2.3. recognise that requests for early departures or late returns disrupt not only their own child's learning but also that of their peers and the smooth running of the School;
- 3.2.4. refer to the School's Attendance Policy for full details on expectations regarding attendance and requests for absence.

4. Sharing information with the School

- 4.1. In order for the School to provide the best possible education and care for your child it is essential that details of any matters that may affect your child are shared with the School in a timely and transparent manner and that such information is accurate, truthful and not misleading. This will include information (or any updates to information) relating to:
 - 4.1.1. your child's emotional, psychological or physical wellbeing;
 - 4.1.2. any health/medical condition, disability or allergies;
 - 4.1.3. any special educational needs;
 - 4.1.4. any court orders applicable to your child;
 - 4.1.5. your child's ability to continue as a pupil at the School (e.g. inability to pay the school fees/any change in immigration status); or
 - 4.1.6. any other matter that may impact on your child's engagement in day-to-day school life.

5. Communicating with the School

- 5.1. The School values positive, timely, two-way communication with parents and expects that all parents will:
 - 5.1.1. check the most appropriate member of staff to contact about a particular issue;
 - 5.1.2. refrain from unreasonably duplicating correspondence (for example, by emailing several staff members about the same issue);
 - 5.1.3. respect the working hours of staff when making contact and while awaiting a response;
 - 5.1.4. understand that teachers must prioritise time with their pupils and are unlikely to be able to answer calls or respond to emails immediately during the school day;
 - 5.1.5. if requesting a meeting or telephone call, provide as much information as possible in advance so that staff can prepare appropriately and ensure a productive meeting;
 - 5.1.6. raise any concerns or complaints directly with the School via the appropriate channels; and
 - 5.1.7. ensure all communications (whether in person, via email, by telephone or otherwise) are reasonable, polite and appropriate, including in respect of the content, tone, volume and/or nature of the communication.

- 5.2. The School will aim to respond to correspondence within 24 hours during term time, wherever possible, while balancing staff members' teaching and pastoral responsibilities.
- 5.3. We encourage you to raise any day-to-day queries or issues regarding your child's experience at school at the earliest opportunity and we hope we can work together in a constructive manner to resolve them. The School has a Complaints Procedure which governs how any complaints will be handled and this seeks to resolve complaints informally, where possible and appropriate.

6. Respecting professional decisions

- 6.1. Although always willing to discuss the context for any decision regarding your child, the School expects parents to understand and respect that, as education professionals, school staff:
 - 6.1.1. have a duty of care to each individual pupil which must always be balanced against the needs of the school community as a whole;
 - 6.1.2. may issue a disciplinary sanction against a pupil, following due process and in accordance with the School's policies relating to behaviour and discipline, including the Rewards, Behaviour and Sanctions Policy, with the expectation that parents will support and uphold any such measure;
 - 6.1.3. will allocate pupils to teaching sets (where applicable) based on their professional judgment and knowledge of each individual pupil within the context of the pupil's peer group; and
 - 6.1.4. are obliged to act with integrity and honesty when predicting grades or writing references for pupils.

7. Parent conduct at sporting events

- 7.1. We welcome parents and guests to support teams at Haileybury. It is important that spectators add value to the pupil experience and therefore must adhere to the following:
 - 7.1.1. add to the atmosphere of the game by giving only positive vocal support;
 - 7.1.2. set a good example by recognising fair play and applauding good performance by all players on both teams;
 - 7.1.3. discourage unfair play;
 - 7.1.4. avoid belittling a player for losing or making mistakes;
 - 7.1.5. accept officials' judgements;
 - 7.1.6. never enter the field of play, including when victorious (celebrations should be respectful of the opposition and dignified and never involve encroaching on the field of play); and
 - 7.1.7. support players' involvement and publicly help them enjoy the game.
- 7.2. It is important that pupils, staff and parents all communicate the right message about good sportsmanship. All should set the right example: sport is played to win, but not at all costs and success can be tarnished by allegations of poor sportsmanship.

8. Unacceptable conduct or behaviour

- 8.1. The School appreciates that the vast majority of parents are reasonable and respectful in

all their interactions with school staff and the wider school community. However, instances where the School determines that parental conduct or behaviour has fallen short of the expectations as set out in this Code of Conduct will be taken seriously. Where warranted and depending on the nature of the conduct or behaviour in question, the School will take appropriate steps in response, including but not limited to:

- 8.1.1. writing to the parent/s to remind them of their obligations and the expected standards of behaviour/conduct;
 - 8.1.2. requiring specific action, for example, to attend a meeting or provide certain information;
 - 8.1.3. inviting the parent/s to meet with a senior member of staff or the Master;
 - 8.1.4. putting in place a communication plan which places some parameters or conditions on the manner in which the parent/s may communicate with the School;
 - 8.1.5. banning the parent/s from the School site or certain School events; or
 - 8.1.6. requiring the removal of their child from the School in accordance with the Exclusion and Required Removal Policy.
- 8.2. The School will always respond to an incident in a proportionate way, prioritising at all times the interests of our pupils.
- 8.3. The following is a non-exhaustive list of parental conduct that is particularly serious and may result in your child being asked to leave the School under the terms of the Exclusion and Required Removal Policy:
- 8.3.1. repeated and or persistent breaches of the Parent Code of Conduct or Parent Contract;
 - 8.3.2. treating the School, a member of staff or another member of the school community unreasonably, which may include:
 - acts of physical aggressive, violence, intimidation or threat;
 - use of offensive, abusive or otherwise inappropriate or disrespectful language; or
 - any discriminatory, bullying or harassing conduct or behaviour including sexual harassment.
 - 8.3.3. making a malicious allegation about a member of staff or the School;
 - 8.3.4. posting derogatory, defamatory or offensive comments about the School or any member of the school community online;
 - 8.3.5. communicating with the School in person or in writing (directly or indirectly) in a manner which is deemed voluminous, relentless, confrontational, unreasonable, and/or overly aggressive; or
 - 8.3.6. behaving in a manner which is likely to, or does, adversely affect the safety or welfare of any member of the school community.

Version history		
Date	Reviewed by	Notes
May 2025	Governor Support/ Chief Operations Officer/ Deputy head (Pastoral)	New document
May/ June 2025	SLT	Reviewed and approved