



Gede Forest School

Parent and Carer Code of Conduct

Grow With Us

1. Introduction

At Gede Forest School we believe that a strong, respectful partnership between families and staff is one of the greatest gifts we can give our children. When adults model the values we teach, including respect, responsibility, and kindness, children experience those values as real and consistent, both at home and at school.

This policy sets out the standards of conduct we ask all parents, carers, and visitors to uphold when on school premises and when communicating with staff. It is written not in a spirit of suspicion, but as a shared agreement, so that every adult in our community contributes to a safe, calm, and nurturing environment for children.

This policy applies to all parents and carers of pupils at Gede Forest School, as well as any other adult who visits or communicates with the school on behalf of a family.

2. Our Shared Values

The same three rules we teach our children apply equally to all adults in our community:

Be Respectful | Be Responsible | Be Safe

We ask that every adult who is part of the Gede Forest School community upholds these values in their words, actions, and interactions: with staff, with other parents and carers, and with children.

Our school mascots remind us of the deeper values behind these rules:

Mascot	Value
Adaptable Agama Lizard	Adaptability: embracing change and new challenges with flexibility and an open mind.
Enquiring Serval Cat	Curiosity: asking questions, exploring ideas, and approaching learning with wonder.

Collaborating Bee	Collaboration: working together, contributing to the group, and valuing every voice.
Ethical Elephant Shrew	Ethics: making kind, fair, and responsible choices in how we treat others and our environment.
Resilient Suni	Resilience: persevering through difficulty, learning from mistakes, and growing stronger.

These are not just values for children. They are the values of our whole community.

3. Conduct on School Premises

3.1 Arrival and Departure

- Parents and carers are welcome on school premises during designated drop-off and pick-up times.
- Entry beyond the designated school areas requires prior arrangement with a member of staff.
- Please ensure gates and entry points are closed securely behind you on arrival and departure. Gate security is a shared responsibility.
- If you need to speak with a member of staff at drop-off or pick-up, please keep it brief and factual. For in-depth conversations, please arrange a separate time.
- Please inform staff ahead of time if your child is being collected by another adult.
- Please inform staff at drop-off if your child has been feeling unwell. The staff are better able to care for your child if they know what to expect. (Please remember to check the school Sickness and Quarantine policy for guidance on when to keep your child at home and when to bring your child back to school after sickness).
- Please inform staff if something has upset your child, or if there is a change happening at home. You are not required to share full details of what has happened, but flagging that something has happened enables staff to look out for the child better whilst in our care. Any information that you do choose to share will be treated as confidential, unless otherwise agreed.

3.2 General Conduct on Site

- Please speak to all staff, children, and other adults in a respectful and courteous manner at all times.
- Please avoid raising your voice, using aggressive or abusive language, or behaving in a way that could cause distress to children or staff.
- Mobile phones should be used discreetly on site. Please do not film or photograph children other than your own without explicit consent from the school and the families concerned.
- Smoking, vaping, and the consumption of alcohol are not permitted on school premises.
- Dogs and other animals are not permitted on school premises unless prior written permission has been given.
- Please respect the school environment: do not interfere with resources, equipment, displays, or the natural environment of the Forest School setting.

3.3 Interactions with Children

- Please interact with all children on site in a warm, appropriate, and respectful manner.

- Concerns about another child's behaviour should never be raised directly with that child or with their parent or carer on school premises. Please speak with a member of staff instead.
- Adults should not discipline or correct children other than their own while on school premises.

4. Communicating with Staff

4.1 How to Raise a Concern

We welcome open, honest communication and want every family to feel confident in raising questions or concerns. We ask that all communication is constructive, respectful, and routed through the appropriate channel:

Channel	Purpose	Expected Response Time
Parent portal	General updates, sharing observations, raising non-urgent queries	Staff will acknowledge within 1 school day
Speaking to the class teacher	Day-to-day concerns, brief updates at drop-off or pick-up	At drop-off/pick-up or a scheduled meeting
Scheduled meeting	More complex concerns, behaviour discussions, welfare matters	Arranged within 5 school days on request
Email to the school office	Administrative matters, absences, formal correspondence	Acknowledged within 2 school days
Emergency contact	Urgent safeguarding or medical concerns only	Immediate response during school hours

Please do not attempt to resolve concerns by approaching staff informally in ways that do not allow adequate time or privacy for a proper discussion. Drop-off and pick-up are busy, high-responsibility moments: brief handovers are welcome, but concerns about behaviour, welfare, or school decisions should be scheduled.

4.2 Standards of Communication

Whether communicating in person, by phone, via the parent portal, or in writing, we ask all parents and carers to:

- Use respectful, considered language at all times.
- Avoid aggressive, threatening, or abusive language, whether spoken or written.
- Avoid personal criticism of individual members of staff.
- Focus on the concern rather than on attacking individuals.
- Allow staff reasonable time to respond before following up.
- Understand that staff may not always be able to share full information, particularly where it relates to the welfare or behaviour of other children.

4.3 Social Media and Online Communication

- Parents and carers are asked not to post complaints, concerns, or negative commentary about the school, its staff, or other families on social media or in group messaging forums.
- If you have a concern, please raise it directly with the school through the channels above. Social media is not an appropriate venue for resolving disputes.
- Recording or sharing images, videos, or audio of school staff or school events without consent is not permitted.
- Any posts that are defamatory, threatening, or that name individual staff members negatively may be treated as a formal complaint and, in serious cases, referred to relevant authorities.

5. At a Glance: Expectations and Unacceptable Behaviours

We ask that parents and carers...	The following behaviours are not acceptable...
Speak respectfully to all staff, children, and other adults	Raised voices, aggressive language, or threatening behaviour
Raise concerns through the appropriate channel	Personal insults or attacks on individual members of staff
Follow arrival and departure procedures	Approaching or disciplining other people's children on site
Ensure gates are secured on entry and exit	Raising concerns about other children directly with their parents
Use the parent portal for non-urgent communication	Filming or photographing children or staff without consent
Schedule meetings for in-depth discussions	Posting complaints or disputes on social media
Give staff reasonable time to respond to queries	Smoking, vaping, or consuming alcohol on site
Model the school values: respectful, responsible, safe	Entering restricted areas of the school or wider compound without permission
Support the school's policies and decisions at home	Sending repeated, unreasonable, or harassing communications
Engage positively with school communications and events	Publicly undermining or criticising the school or its staff

6. When Conduct Becomes a Concern

6.1 Minor Concerns

Where a parent or carer's conduct raises a low-level concern, for example a moment of frustration or an inadvertently sharp tone, a member of staff will address it calmly and privately at the time. No formal record will ordinarily be made of isolated incidents of this nature.

6.2 Significant Concerns

Where conduct is more serious, the following steps may be taken:

- The member of staff will disengage from the interaction and inform a senior member of staff.
- The incident will be recorded in the school incident log and the parent or carer will be asked to make contact through a formal channel.
- A meeting will be arranged with senior leadership to discuss expectations and agree a way forward.
- A written record of the meeting and any agreed steps will be kept and shared with the parent or carer where appropriate.

6.3 Serious or Persistent Conduct

In serious cases, including threatening behaviour, physical aggression, sustained harassment, or conduct that poses a risk to the safety and wellbeing of staff or children, the school reserves the right to:

- Prohibit the individual from entering school premises.
- Require that all future communication takes place in writing or through a nominated contact.
- Involve external agencies, including the police, where conduct may constitute a criminal matter.

These measures are used only as a last resort. We will always seek to resolve concerns through respectful dialogue first.

7. Our Commitment to Families

We recognise that parenting is demanding, that concerns about a child's education and welfare can feel urgent and emotionally charged, and that communication does not always go smoothly. We do not expect perfection. What we ask for is good faith: a willingness to engage with us respectfully, and trust that staff are working in the best interests of every child.

In turn, Gede Forest School commits to:

- Communicating with families in a timely, clear, and respectful manner.
- Being open to hearing concerns and taking them seriously.
- Acknowledging when things have not gone as well as they should.
- Working collaboratively with families to find solutions that support every child's wellbeing and growth.

We are a community built on the belief that children grow best when the adults around them work together with respect, honesty, and care.

8. Monitoring and Review

- This policy is regularly reviewed by senior leadership.
- Feedback from staff and families may be taken into account during review.
- Any significant incidents recorded under this policy will be used to inform future practice.
- This policy is shared with all families on enrolment and is available on the website to review at any time.