

Code of Conduct for Parents/Carers



We ask all parents, carers and visitors to be positive role models for our children and to treat everyone in our school community with courtesy, kindness and respect.

Our expectations

We ask parents and carers to:

- collaborate with the school to support your child in their learning and development.
- Always be courteous, polite and respectful towards staff, children, other parents, carers and members of our community.
- Model our school values of WE HAVE; Wonder, Equality, Honesty, Ambition, Vision and Empathy.
- Communicate with staff appropriately and respectfully, even when there is a disagreement or concern.
- Raise concerns through the appropriate school channels rather than discussing them publicly or with other parents.
- Respect the confidentiality and privacy of children, families and staff. Parents should not share personal or confidential information about others within the school community.
- Support the school in promoting positive behaviour and maintaining a safe environment for all.
- Follow reasonable requests and instructions from school staff, particularly where these relate to the safety and wellbeing of children.
- Ensure that children are supervised appropriately on the school site and at school events.
- Use mobile phones appropriately. Mobile phones should not be used in school areas where children are present, in line with our safeguarding procedures.
- Use social media responsibly. Parents and carers should not post or share inappropriate, threatening, offensive or derogatory comments about the school, its staff, children or families.
- To use class WhatsApp groups respectfully and appropriately, keeping messages positive and constructive and not discussing individual children, families or staff.
- Not photograph, film or record other children or staff without appropriate permission.
- Work with the school in a positive and constructive way, recognising that we all share the same aim: to do what is best for the children.

Behaviour that is not acceptable

Aggressive, threatening, intimidating, abusive, discriminatory or otherwise inappropriate behaviour will not be tolerated. This applies in school, on the school site, during school events, as well as in communications with the school, including email, telephone calls and social media.

Where behaviour is inappropriate, the school may take appropriate action to protect the wellbeing and safety of pupils, staff and other members of the school community. This may include limiting or managing communication or access to the school site in accordance with school procedures.

Working together

We recognise that parents and carers may sometimes have concerns, questions or disagreements. We encourage these to be raised calmly and respectfully with the appropriate member of staff so that they can be listened to and addressed constructively, following the Concerns Procedure.

Our children look to the adults around them as role models. By treating one another with kindness, respect and empathy, we create a positive community for West Byfleet Infants.

Concerns procedure



We understand that concerns will arise while your child attends school. Please follow the procedure below. This will allow the school to address the matter fairly and work together towards a positive resolution.

A Concern or worry arises



Speak to your child's class teacher.

Ask to speak to them at the door or via email EYFS@wbis.org.uk,
Year1@wbis.org.uk or Year2@wbis.org.uk
share your concern clearly, concisely and respectfully
Most issues can be resolved at this stage.



→ matter resolved

If the concern continues or is more serious

Speak to a senior leader
(e.g. Year Leader, SENCo or Deputy)

Allow time for investigation and response.

The school will look into the concern carefully and respond within an agreed timeframe.



→ matter resolved

If the concern remains

Make an appointment to see the Headteacher.
(office @wbis.org and request a meeting)



→ matter resolved

If the issue is still unresolved

Follow the formal complaints procedure (available on the school's website)

Please do not discuss the matter with other parents or on social media. This helps protect confidentiality and ensures fairness for everyone involved. Working together, we can maintain a respectful and supportive community.