

Code of Conduct for Parents & Carers



RIVERSIDE BRIDGE SCHOOL
INSPIRE, EMPOWER, ACHIEVE



Partnership Learning

Approved by: Ms Leila Amri
Reviewed and evaluated: September 2025
Ratified by Governors: September 2025
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1. Introduction

Riverside Bridge School is dedicated to maintaining a safe, respectful and nurturing environment where all pupils can thrive. As a special school, many of our pupils have complex learning, communication and sensory needs. Positive and supportive relationships between school and home are essential to each child's success. The purpose of this Code of Conduct is to set clear expectations for the behaviour of parents, carers and visitors to ensure that our whole school community remains a safe and respectful place for everyone.

2. Working in Partnership

We believe that pupils achieve the best outcomes when parents, carers and staff work together. We expect parents and carers to communicate openly and honestly with us, using appropriate channels, such as contacting the class teacher or school office. While we welcome feedback and concerns, these must be raised calmly and respectfully so they can be managed appropriately and resolved in the best interests of the child.

3. Respect and Courtesy

All members of our school community must be treated with courtesy, kindness and respect. Parents and carers are expected to speak to staff, pupils and other families in a calm and considerate manner at all times. Frustrations must never result in aggressive, confrontational or abusive behaviour. Respectful communication should be maintained whether in person, over the phone or in written form, including emails and social media.

4. Understanding Our Special School Context

Many pupils at Riverside Bridge School communicate and behave in ways linked to their additional needs. This may include non-verbal communication, echolalia, sensory behaviours or emotional dysregulation. These behaviours should be met with understanding and patience, rather than judgement. It is not appropriate for parents or carers to approach other children or families about incidents. Any concerns must always be reported directly to school staff.

5. Unacceptable Behaviour

In order to protect our pupils, staff and families, the following behaviours will not be tolerated under any circumstances:

- shouting, intimidating or threatening members of staff, students or other parents;
- swearing, or using offensive language including sexist, racist or homophobic comments;
- using any language or actions that enable or promote extremist ideology or hate;
- disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches);
- using aggressive gestures, threats or confrontational behaviour;
- making discriminatory or offensive remarks, including those related to disability, race, religion, gender or SEN;
- posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms;
- using mobile phones, filming, photographing or recording pupils or staff without permission on school premises;
- bringing tracking devices (such as AirTags, Bluetooth tags or smart tracking keyrings) into school, which are strictly prohibited for safeguarding and privacy reasons;
- using physical punishment against your child or attempting to discipline another person's child – please bring any behaviour incidents to a member of staff's attention;
- disregarding school safety procedures, including arrival, collection and site access

rules;

- smoking, vaping, drinking alcohol, possessing or taking drugs on the school premises, including in your own vehicle, when on site.
- sending abusive messages to another member of the school community, including via text, email or
 - social media
- demanding resources beyond what is equitable and fair to other parents/carers and pupils;
- making unauthorised recording of conversations with school staff;
- sending nuts into school in any form, including in pupils' lunches, snacks or in gifts;
- disregarding school staff at drop off or pick up times;
- leaving a pupil unattended outside the school or in reception, before 9.00am or after 3.15pm.

- This list is not exhaustive.

6. Communication and Social Media

The school recognises the benefits of school and parental use of social media however parents & carers who use social media should be aware of the potentially harmful impact of its misuse on our school community.

The school will not tolerate parents & carers who attempt to demean or defame either school staff or pupils online.

The school will not hesitate to use the proper legal routes if any parent or carer makes illegal remarks online directed at either staff or pupils.

Parents and carers must use appropriate school channels to raise concerns or complaints. Posting negative, misleading or inflammatory content about the school, staff or pupils on social media is unacceptable and may result in legal or formal action. The school is committed to investigating concerns thoroughly and fairly when raised in the correct manner.

7. Use of mobile and smart technology

To protect the privacy and safety of our pupils, all visitors must follow this guidance:

- phones must be kept on silent while on school grounds;
- no phone use is permitted in areas where pupils are present;
- no photographs or recordings of pupils, staff or school premises;
- if urgent use is required, please go to the staffroom or exit the building;
- the school accepts no liability for personal devices brought onto school site.

For the safety and privacy of all pupils, tracking devices such as AirTags, Tile trackers or Bluetooth key finders must not be brought into school. Although these devices are designed to locate personal belongings, they pose several risks in our special school environment:

- privacy and safeguarding concerns - these devices can track movement or alert others nearby, which undermines the safe and trusted environment we work hard to protect;
- health and safety risks - many trackers contain small button batteries which are extremely dangerous if swallowed and present choking hazards;
- disruption and anxiety - Tracking devices can emit unexpected beeps or alerts, which may cause distress for pupils, particularly those with sensory needs or hearing aids.

If you have concerns about your child's safety when travelling to or from school, please speak to your child's Assistant Headteacher. We will work with you to create an agreed safety plan, rather than relying on electronic tracking devices.

A full copy of the Mobile & Smart Technology Policy is available on request and must be adhered to.

7. Safeguarding and Safety

Safeguarding is the highest priority at Riverside Bridge School. All parents, carers and visitors must follow school procedures, including signing in, wearing badges if required, and remaining only in authorised areas. In emergency procedures such as fire drills or lockdowns, full cooperation with staff is essential. Parents and carers must never enter classrooms or therapy areas unless invited by staff.

As parents and carers, you play a vital role in supporting our efforts to maintain a safe, inclusive, and respectful environment where all pupils can thrive. We ask that you help us by refraining from any disruptive behaviour at school events, on school grounds, or in the vicinity of the school.

8. Conflict Resolution

We understand that disagreements may arise. When they do, we encourage respectful and calm communication to resolve issues constructively. If you have concerns about your child's education or experience at the school, please reach out to the appropriate staff members to address them in a professional and collaborative manner.

8. Responding to Breaches of the Code

If a parent or carer breaches this Code of Conduct, the school will take proportionate action. This may include:

- a verbal reminder;
- a formal written warning;
- a meeting with senior leadership;
- restricted or banned access to the school site;
- referral to external agencies, including legal authorities, in cases of serious misconduct.

The Headteacher reserves the right to act immediately in response to behaviours that pose a risk to staff or pupils.

9. Acceptance of the Code of Conduct

By accepting a place at Riverside Bridge School, all parents and carers agree to uphold the principles and behaviours outlined in this Code of Conduct. Continued engagement with the school assumes acceptance of these standards. The school is committed to working in partnership with families to ensure the wellbeing of every child, and we thank all parents and carers for their cooperation and support in maintaining a positive, respectful and inclusive school community.

We appreciate your understanding and cooperation in maintaining a safe and respectful atmosphere at Riverside Bridge School. Together, we can provide the best possible learning environment for all our pupils.

We have a zero-tolerance policy for abusive and aggressive behaviour.