



Safety ★ Commitment ★ Aspirations

Code of Conduct Policy

Version:

September 2025

Ratified by the Governing Body:

13 October 2025

Signed on behalf of the Governing Body:

A handwritten signature in blue ink, consisting of a series of loops and a final flourish.

To be reviewed:

September 2026



At Mapledene, we are more than a school — we are a family. Rooted in our core values of

'Safety, Commitment, Aspirations'

We create a positive, inclusive, and ambitious learning environment where every child, staff member, and family feel safe, valued, and supported.

We believe children thrive when they feel secure, respected, and inspired. Through strong relationships and a nurturing culture, we build emotional security and mutual respect, enabling children to grow with confidence.

Our Code of Conduct Policy reflects our commitment to integrity, respect, and high standards, fostering an environment where everyone feels valued, included, and empowered to act responsibly and collaboratively.

Working closely with parents, carers, and external partners, we ensure every child—regardless of background or need—has the right support to flourish. We celebrate diversity and promote kindness, teaching children to embrace differences and recognise their unique strengths. Every child is encouraged to contribute, helping us build a caring, inclusive community.

Our broad, creative curriculum is designed to spark curiosity, foster independence, and prepare children for life as responsible global citizens. With personalised support, enrichment opportunities, and access to the full National Curriculum, every child is empowered to achieve their academic, social, and emotional potential.

We promote a *Growth Mindset*, celebrating effort, resilience, and achievement, while encouraging children to take ownership of their learning journey. High expectations and aspiration give children the confidence, character, and skills they need to thrive—both now and in the future.

Our ethos is reflected in our motto:
BELONG, BELIEVE, BE YOU; ACHIEVE.

1. What you can expect of us, and what we expect of you

Our school and its staff will:

- *Treat parents and visitors to our school site with the respect to which they are entitled.*
- *Always work together with parents for the ultimate benefit of their children.*
- *Ensure that parents and visitors to our school site are supervised, where necessary.*
- *Check the identity of contractors, workers, and other visitors to our school, as necessary.*
- *Act in accordance with our safeguarding policy (see our school's website).*
- *Do all that they reasonably can to ensure that our school site is a safe and welcoming learning and working environment.*

All parents and visitors to our school, upon interacting with our pupils and staff, are expected to behave calmly, politely, and respectfully. This means that parents and visitors must always:

- *Treat all members of our school community (staff, pupils, and other parents) with respect, using appropriate language and behaviour - including when approaching school staff for help to resolve an issue.*
- *Work together with school staff for the ultimate benefit of their children and express any concerns about the school or their child(ren) through the appropriate channels by speaking to the class teacher, Phase Leader, Assistant Headteacher, Headteacher or the Chair of Governors, where they will be dealt with fairly, appropriately, and effectively.*
- *Accept that the school needs to work with a child to clarify their version of events in order to bring about an appropriate resolution to an issue.*
- *Follow school rules, protocols and any instructions given by school staff.*
- *Report anything that puts anyone on the school site at risk, to a member of school staff.*
- *Accept that they are responsible for their own child's behaviour and safety, whilst their child is in their care, even when they are on school premises.*
- *Correct their child's actions especially where it could lead to conflict, aggressive or unsafe behaviour - both on and off the school premises.*

1. The type of behaviour that our school considers unacceptable

Our School will decide on a case-by-case basis whether a parent or visitor's behaviour is unacceptable, but any behaviour that we believe adversely affects our safe and caring learning environment and/or puts the physical or emotional wellbeing of a pupil, member of staff, parent or other visitor at risk, is not acceptable behaviour on our school site.

This may include, but is not limited to:

- *Disruptive, aggressive or offensive speech or behaviour anywhere on our premises, which interferes or threatens to interfere with our school's operation or activities or affects negatively the safety and wellbeing of our school community members present there.*
- *The above includes swearing, threatening, or shouting at pupils, staff or other parents, taking an aggressive stance, threatening to assault or actually assaulting another person; it also includes physical punishment against 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 your own child. Such an approach may be seen to be an assault on that child and may have legal consequences.*
- *Behaviour that could be considered racist, xenophobic, sexist, homophobic or similarly offensive in some other way.*
- *Malicious, defamatory, threatening, or abusive communications with or comments about a staff member, parent or pupil, communications or comments made in person, over the phone or in writing, on the school premises or outside them.*
- *The above includes electronic communications made via emails, messaging or on social media, and using social media to publicly challenge school policies or discuss issues about individual children.*
- *Smoking, vaping, consuming or being under the influence of alcohol or drugs whilst on the school site.*
- *Damaging or destroying school property.*
- *Bringing animals on to the school site, other than guide/ registered assistance dogs.*
- *Being in possession of weapons of any kind.*
- *Refusing to follow the reasonable instructions of our staff.*

2. How school will respond to behaviour that is unacceptable

In most cases school will attempt to informally remedy the situation by speaking with the individual concerned, privately. There may be no further action.

Where there is any dispute over what has occurred, or if the alleged incident is complex or serious, school will conduct a formal investigation in order to establish the facts and determine what action, if any, should be taken.

If school decides that a parent or visitor's behaviour has been unacceptable, the Head Teacher or Chair of Governors may decide to:

- Informally, i.e., verbally, warn the parent or visitor about their behaviour.
- Invite the parent into school to meet with a senior member of staff or the Headteacher.
- Formally, i.e., in writing, warn the parent or visitor about their behaviour.
- Ban the parent or visitor from the premises for a specified period.
- Seek advice from the local authority's legal team regarding further action (in cases of conduct that may be libellous or slanderous).
- Contact the appropriate authorities (in cases of criminal behaviour).

Parents or visitors will be entitled to make representations to the governing board, in line with our school's complaints procedure, if they disagree with the decision reached by school.

In the event of any pupil or parent/carer being found to be posting libellous or defamatory comments about our school itself and/or any members of its community on the Internet or on social network sites, they will be reported as breaches of site content rules to the appropriate 'report abuse' section of the respective site. Our school expects that any parent/carer or pupil removes such comments immediately. Equally, we take very seriously the use of cyber bullying by a child or parent to publicly humiliate another one by inappropriate social media comments. We will deal with this as a serious incident of school bullying.

3. Questions and concerns about this Code

Mapledene is grateful for the support that it receives from parent or visitors in maintaining its caring and safe learning and working environment, so any feedback that you may have about the content of this Code is welcomed.

Please direct any feedback or questions about the Code to the school office who will refer your comments on to an appropriate member of staff.