

13 February 2025

Our Ref: LHE.JCP.Parentconduct

Dear Families

Stowmarket High are committed to providing a supportive environment where staff, pupils, and parents feel safe and respected.

The purpose of this communication is to draw your attention to the school's new Parent Conduct Policy which outlines the standards of behaviour expected from parents and guardians when interacting with the school, including staff, students, and other parents.

This policy applies to all parents, carers and visitors to the school premises when engaging with school activities.

#### Expected Behaviours

- **Respectful Communication:** Parents/carers are expected to communicate with staff, students, and other parent/carers in a respectful and courteous manner.
- **Confidentiality:** Parent/carers must respect the confidentiality of school matters and are discouraged from discussing sensitive issues in public forums or on social media.
- **Supportive Engagement:** Parent/carers should support the school's policies and procedures and encourage their children to adhere to them.
- **Constructive Feedback:** Any concerns or complaints should be raised through the appropriate channels, following the school's complaints procedure.

#### 5. Unacceptable Behaviours

- **Aggressive or Abusive Language:** Use of threatening, abusive, or insulting language towards staff, students, or other parents/carers is unacceptable.
- **Disruptive Behaviour:** Any behaviour that disrupts the operation of the school or interferes with the learning environment.
- **Inappropriate Use of social media:** Negative or inappropriate comments about the school, staff, or students on social media platforms.

#### 6. Procedures for Addressing Unacceptable Conduct

- **Initial Warning:** If a family exhibits unacceptable behaviour, they will be given a verbal warning by the headteacher or a designated staff member.
- **Written Warning:** Continued unacceptable behaviour will result in a written warning outlining the behaviour and the consequences of further incidents.
- **Meeting with School Leadership:** If behaviour does not improve, a meeting with school leadership will be arranged to discuss the issues and possible solutions.
- **Ban from School Premises:** In extreme cases, a parent may be banned from entering school premises, in accordance with legal guidelines.





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We encourage open communication and are always willing to listen to concerns and work towards constructive solutions. Please refer to the school's website for ways to contact us, the school's opening times and for a copy of the school's Home-School Communications policy.

We kindly ask for your support in reinforcing these values at home. Please discuss with your children the importance of treating everyone with kindness and respect. Together, we can ensure that our school remains a place where everyone feels valued and safe.

Yours faithfully

*L Hernandez*

Ms L Hernandez  
**Headteacher**



**Kingfisher Schools Trust**

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