



Parent Code of Conduct

Created September 2025

1. Introduction

At Hazel Oak, we are committed to fostering a safe, supportive, and respectful environment for all students, staff, parents and carers. As a special school, we recognise the vital role collaborative role parents, carers and school staff play in the success and well-being of our students. This code outlines our expectations for parent/carer conduct to ensure a positive and collaborative relationship between the school and families is maintained in the best interests of our pupils.

We ask parents and carers to work with us as we strive to meet the diverse needs of all students within the scope of resources available to us. We deeply appreciate your support, patience, and understanding as we work to provide the best possible education and care for every child.

2. Commitment to Equity, Diversity, Inclusion, and Belonging (EDIB)

At Hazel Oak, we are dedicated to creating a school community that:

- Celebrates diversity and values the unique backgrounds, cultures, and perspectives of all students, staff, and families.
- Promotes equity by ensuring everybody has access to the resources, support, and opportunities they need to thrive.
- Fosters inclusion by maintaining a learning environment where all people feel valued, respected, and supported.
- Encourages belonging by working collaboratively with parents and carers to uphold a school culture of kindness, respect, and mutual understanding.

We expect parents and carers to support these principles by treating all members of the school community with dignity and respect.

3. Open Communication and Mutual Support

At Hazel Oak, we understand that challenges can arise both inside and outside of school that may impact a student's well-being and ability to thrive. We encourage parents and carers to:

- Share any concerns, difficulties, or challenges that their child may be experiencing so that we can work together to provide appropriate support.
- Inform us of any wider family or personal challenges that may affect their child's emotional well-being, attendance, or ability to engage in learning.
- Feel confident reaching out—our school team is here to listen, support, and collaborate with families in the best interest of the child.
- Understand that while we may not always have the solution, we are committed to signposting parents and carers to relevant external resources, support services, or agencies that may be able to help.

By fostering open and honest communication, we can work together to create a strong, supportive school community that prioritises the well-being of all students.

4. Expected Standards of Conduct

Parents and carers are expected to:

- Respect all members of the school community, including students, staff, and other families.
- Communicate in a courteous and constructive manner, whether in person, over the phone, or in writing (including emails and social media).
- Follow school procedures and policies regarding attendance, drop-off and pick-up, meetings, and communication.
- Support the school's efforts to provide a safe and inclusive learning environment.
- Raise concerns appropriately, using the correct channels (e.g., speaking with the class teacher or key stage lead before escalating complaints).
- Provide accurate and up-to-date medical information about their child, including any changes in health conditions, medications, or required support.
- Follow the school's safeguarding policies and procedures, recognising that safeguarding is a legal duty of the school.
- Respect and uphold the school's commitment to Equity, Diversity, Inclusion, and Belonging, fostering an inclusive and respectful environment for all students and staff.
- Recognise that resources are limited and work with the school to ensure the best possible outcomes for their child within the constraints we face.
- Follow the 'Meetings with Values' code when attending face to face, phone calls or Teams online meetings.

5. Unacceptable Conduct

To maintain a positive atmosphere, the following behaviours are not acceptable:

- Discriminatory, racist, sexist, ableist, or otherwise offensive language or behaviour toward staff, students, or other parents and carers.
- Verbal abuse, threats, or aggressive behaviour toward staff, students, or other parents/carers.
- Disruptive behaviour that interferes with school operations.
- Defamatory, offensive, or inflammatory comments about staff, students, or families, including on social media.
- Refusal to follow school policies regarding safety, security, safeguarding, medical guidance, EDIB principles, smartphone use, and communication.
- Interfering in school matters, including attempting to discipline students other than their own.
- Withholding or providing misleading medical or safeguarding information that could impact student safety and well-being.

6. Safeguarding Responsibilities

At Hazel Oak, the safeguarding of children is our highest priority. As part of our legal duty to protect students from harm, parents and carers must:

- Understand that the school is legally required to act on safeguarding concerns, even if this means making decisions that parents/carers may not agree with.
- Inform the school of any safeguarding concerns they have about their child or another student.
- Cooperate with school staff and external agencies, including social services and healthcare professionals, when safeguarding concerns arise.
- Respect the confidentiality of safeguarding matters, understanding that information may be shared on a need-to-know basis to protect a child's welfare.

- Not attempt to influence school decisions regarding safeguarding investigations or actions taken in the best interest of student safety.
- Acknowledge that the school must report concerns, including suspected abuse or neglect, to the appropriate authorities.

7. Medical Information and School Decisions

To ensure the health and safety of all students, parents and carers must:

- Inform the school immediately of any medical conditions, allergies, or new diagnoses that could affect their child's education and care.
- Provide necessary documentation, including healthcare plans, emergency contacts, and consent forms for medication administration.
- Support the school's medical decisions, including those made in emergency situations and those based on professional healthcare advice.
- Understand that school decision may consider a range of factors which can include, but are not exclusively from medical professionals, using our experience and professional judgement.

8. Safe Use of Smartphones

At Hazel Oak, we recognise that smartphones can be a valuable tool for communication, accessibility, and emotional regulation. However, to safeguard students' mental health and well-being, the following expectations apply:

- Smartphones must be used responsibly and in accordance with the school's mobile phone policy.
- During school hours, students in main school must hand in their devices to reception staff upon arrival at school, at whatever time this is.
- Only independent travellers can bring phones to school for safety reasons and we would advocate a non-smart phone to support safeguarding and reduce risk whilst still allowing text and call contact with families.

9. Use of Social Media

Parents and carers are reminded to use social media responsibly and:

- Refrain from posting negative or defamatory comments about the school, staff, or students.
- Respect confidentiality by not sharing images or information about students or staff without permission.
- Address concerns through official school channels, and in line with policies, rather than social media discussions.

10. Handling Concerns and Complaints

- Concerns should be raised respectfully following the school's complaint procedure.
- Parents and carers should attempt to resolve issues with the relevant staff member before escalating.
- We recognise as a school that we do not always get things right. We are always open to an appropriate dialogue and solution focused approach in collaboration with parents and carers.

11. Consequences of Code Violations

Failure to adhere to this policy may result in:

- A formal warning from the school.
- Restrictions on school access (e.g., limited meeting arrangements, drop-off/pick-up procedures).
- A request for communication only through designated staff members.
- In serious cases, legal action or referral to authorities.

12. Acknowledgment and Agreement

All parents and carers are required to read and acknowledge this policy upon enrolment and in each Autumn term. Continued attendance at Hazel Oak School is contingent on adherence to this policy.

We look forward to working collaboratively in the best interests of your child's progress and development across their years at Hazel Oak.

Thank you for your support.