

Pentrebane Primary School – Code of Conduct for Parents, Carers and Visitors

This Code of Conduct outlines the expectations for all parents, carers and visitors to Pentrebane Primary School. It is an unsigned agreement designed to ensure a safe, respectful and supportive environment for all members of our school community.

At Pentrebane Primary School, we are proud to have a dedicated staff team and a supportive parental community. We recognise that the education and wellbeing of our children depend on strong, positive partnerships between home and school. To maintain these relationships, it is essential that all interactions between parents, carers, visitors, staff and pupils remain professional, respectful and aligned with our school values.

We expect all members of our school community to uphold the values of Respect, Honesty, Kindness and Determination.

Communication with School

We are committed to maintaining open and constructive communication between home and school. For brief messages, you may speak with your child's class teacher on the yard at the start or end of the school day. At all other times, parents and carers must contact school via the school office by telephone (029 2056 5773) or email (pentrebanepm@cardiff.gov.uk).

Staff must not be contacted via their work or personal email, Class Dojo/ Seesaw, personal phone numbers, social media or other informal channels.

If you have a concern speak first with your child's class teacher. If unresolved, you may speak with:

- Mrs Payne – Years 3–6
- Mrs Rees – Nursery to Year 2
- Ms Griffiths – SRB

If further support is needed, you may meet with Miss Perry, Deputy Headteacher.

Where issues remain unresolved, the school's Complaints Procedure should be followed. This is available on our website or from the school office.

Behaviour Expectations

All conversations and interactions must be conducted in a respectful, calm and appropriate manner. Parents, carers and visitors are expected to model the positive behaviour we expect from our pupils.

The following behaviours are not tolerated on school premises or in connection with the school:

- Disruptive behaviour that interferes with the day-to-day running of the school.

- Any inappropriate conduct on school grounds.
- Loud, aggressive or offensive language, shouting or displaying temper.
- Threatening behaviour towards staff, visitors, parents, carers or children.
- Damage to or destruction of school property.
- Abusive, threatening or inappropriate emails, phone calls, messages or written communication, including via social media.
- Defamatory, offensive or derogatory comments about the school, its staff, pupils, governors or parents, including online.
- Physical, verbal or written aggression towards any adult or child.
- Approaching a child who is not your own to challenge or reprimand them.
- Smoking, vaping, using illegal drugs or consuming alcohol on school premises (except where alcohol is permitted at authorised events).
- Bringing dogs onto school premises (except assistance dogs).

Consequences of Unacceptable Behaviour

If unacceptable behaviour occurs, the school may take one or more of the following actions:

- Contact the appropriate authorities.
- Issue a formal written warning.
- Enact a temporary or permanent ban from school premises. Note: A ban may be issued immediately in cases of serious misconduct.
- Where behaviour may constitute a criminal offence (including harassment, threats, violence or defamatory social media posts), the matter will be referred to: South Wales Police, and/or Cardiff Council's Legal Team, where behaviour may be libellous or slanderous.

Use of Social Media

Pentrebane Primary School's official Facebook page is used for sharing information. Comments posted by parents are not pre moderated.

Parents and carers must not use their personal or school social media to:

- Post images or videos of any children from the school.
- Make abusive, personal or inappropriate comments about staff, pupils, governors or parents.
- Make defamatory or damaging statements about the school.
- Send, share or circulate abusive messages.
- Publicly challenge school policies or discuss concerns relating to individual pupils or staff.

Concerns must be raised directly with the school through the appropriate channels.

Use of Parent WhatsApp or Messaging Groups

Pentrebane Primary School recognises that parents may choose to communicate through WhatsApp or other private messaging groups; however, these groups are not monitored, endorsed or managed by the

school. Despite being private, any communication within them that involves the school, its staff, pupils or other parents must remain respectful and responsible. The use of WhatsApp or similar platforms to criticise, intimidate, harass, spread misinformation, or make defamatory or derogatory comments about members of the school community is strictly prohibited. Behaviour originating in private messaging groups that impacts the school will be treated in the same way as misconduct on school premises, and the school may take formal action, including issuing warnings, restricting access to the site, or referring matters to the local authority or police where appropriate. Parents must also be mindful that sharing information, images, or allegations about children or staff in private messaging groups can constitute a safeguarding concern and may be treated as such.

Parking and Safety

To protect the safety of our children:

- Parents and carers must drive and park legally, safely and considerately around the school site.
- Pavements, driveways and access points must not be obstructed.
- Engine idling outside school is strongly discouraged.
- Unsafe parking or driving may be reported to Cardiff Council Parking Enforcement.

Conduct During School Events

To maintain a respectful and distraction free environment:

- Please arrive on time to avoid disruption.
- Mobile phones must be switched off or silenced.
- Conversations should not take place while the event is in progress.
- Movement in and out of the hall should be avoided unless absolutely necessary.
- Photography or recording must follow school guidance and safeguarding rules.
- Please do not interfere with the performance or activity by distracting your child or calling them over. Staff are responsible for your child while in school.

Safeguarding Commitment

Pentrebane Primary School takes all safeguarding responsibilities extremely seriously. Any breach of this Code of Conduct will be addressed promptly and appropriately to ensure the safety and wellbeing of pupils, staff and the wider school community.

As a school, the safety and wellbeing of every child is at the heart of our work. In line with safeguarding legislation in Wales, staff have a legal duty to pass on any disclosures or concerns that relate to a child's welfare. We ask parents to understand that this responsibility is both essential and entirely non-judgemental. Any information shared with us will always be handled sensitively, with care and respect, and will only be passed to the appropriate safeguarding professionals whose role is to support and protect children.