



West End Primary School

Ridge Terrace, Bedlington

Northumberland, NE22 6EB

Tel: 01670 822328

e-mail: admin@westend.northumberland.sch.uk

Parent, Carer and Family Expectations

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1. Purpose and scope

At Bedlington West End Primary School, we believe it's important to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, staff and parents
- Model appropriate behaviour for our pupils at all times

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and pupils (through our Behaviour Code of Conduct).

This expectation aims to help the school work together with parents, carers and families by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

2. Our expectations of parents, carers and families

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school
- Work together with staff in the best interests of our pupils
- Treat all members of the school community with respect – setting a good example over the phone, online and in person
- Seek a peaceful solution to all issues
- Approach the right member of school staff to help resolve any issues of concern

3. Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, school operations
- Swearing, or using offensive language
- Displaying a lack of control of their emotions, such as shouting at members of staff, pupils or other parents
- Abusive phone calls – shouting/swearing at office staff may result in phone calls not being taken by office staff
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email or social media
- Posting defamatory, false, or slanderous allegations against the school, staff, or pupils, whether made in person, via email, or on social media, may lead to legal action, including but not limited to seeking an injunction or damages for defamation
- Setup, host or contribute to virtual or in person parent groups where staff, pupils or the school is discussed inappropriately
- Persistent and disruptive communications to any member of the school community- phone calls, messages, emails or in person.
- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking, vaping or drinking alcohol on the school premises
- Possessing or taking drugs (including legal highs)

We encourage parents to raise concerns directly with the school rather than airing grievances on public platforms. Social media should not be used to harass, intimidate, or spread misinformation about the school or its staff. The school reserves the right to report defamatory content and request removal from platforms.

4. Breaching our expectations

If the school suspects, or becomes aware, that a parent has breached our expectations, the school will gather information from those involved and speak to the parent/carer about the incident.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent
- Reduce the ability to contact school to emails only
- Invite the parent into school to meet with a senior member of staff or the headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the local authority's legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- The school has a clearly documented complaints procedure available on its website or from the school office. Parents and carers are encouraged to follow this should they have concerns. Complaints should be raised with the appropriate staff member or via the formal complaints' procedure rather than through inappropriate or public communication channels.

- Ban the parent from the school site either on a temporary basis, to be reviewed after 3 months, or permanently

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the headteacher and the governors.

The school has a duty of care to protect its staff from harassment, intimidation, and abuse. Any behaviour that threatens or undermines staff will be addressed with immediate and appropriate action.