Connected Futures Partnership

Dorothy Gardner Nursery School
Mary Paterson Nursery School
Tachbrook Nursery School
Essendine Primary School
Hallfield Primary School
Oxford Gardens Primary School
Queen's Park Primary School
Queen's Park Family Hub
Bayswater Children's Centre

Parent, Carer and Visitor Code of Conduct

SEPTEMBER 2026

Approved by	Executive Headteachers - September 2026
Next review	September 2027

Our partnership with families and visitors

At Connected Futures Partnership Federation (CFP), we believe children thrive when families, staff and the wider community work together in a respectful and constructive partnership. We warmly welcome parents, carers, family members, professionals and visitors into our settings and value the contribution they make to our community.

This code sets out the standards of conduct we ask everyone to follow so that our nurseries, schools, family and community settings remain safe, welcoming and respectful. It applies on CFP premises and at CFP events, meetings and activities, and to communications with or about members of the CFP community, including telephone, email and online communication.

Our shared expectations

We ask parents, carers and visitors to:

- treat children, families, staff, governors, volunteers and other visitors with courtesy, dignity and respect;
- work constructively with staff in the best interests of children and recognise that concerns are most effectively resolved through calm, direct communication;
- model respectful behaviour and language for children;
- follow reasonable requests from staff relating to safeguarding, security, health and safety and the orderly running of the setting;
- raise questions, concerns or disagreements with the appropriate member of staff and allow the school or setting a reasonable opportunity to establish the facts and respond;
- respect confidentiality and the privacy of children, families and staff;
- supervise and support their own child's behaviour appropriately while on CFP premises or at CFP events; and
- ask for clarification or support where information, decisions or procedures are unclear.

Behaviour that is not acceptable

To protect a safe and respectful environment, parents, carers and visitors must not:

- behave in an aggressive, intimidating, threatening, abusive, discriminatory or harassing manner towards any child or adult;
- shout, swear at, insult, humiliate or use threatening or offensive language towards members of the CFP community;
- use or threaten violence, physical intimidation or unwanted physical contact;
- approach, question, reprimand or attempt to discipline another person's child about an incident or disagreement; concerns about another child must be raised with staff;
- confront another parent or carer in a way that risks conflict or disruption; staff should be asked to help where a dispute concerns children or school matters;
- disrupt lessons, activities, meetings, offices, entrances or the normal operation of a CFP setting;
- damage, misuse or deliberately interfere with CFP property or systems;
- send abusive, threatening, discriminatory or persistently harassing emails, messages or telephone communications;
- use social media or other online platforms to threaten, harass, abuse or target individual children, families, staff, governors or volunteers, or to publish information that unlawfully breaches another person's privacy;
- photograph, film or record children or staff contrary to the setting's safeguarding, privacy or event arrangements;
- smoke or vape on CFP premises, use illegal drugs, consume alcohol where it is not expressly permitted at an authorised event, or attend while intoxicated in circumstances that create a safeguarding, safety or conduct concern; or
- use physical punishment against a child on CFP premises.

Questions, disagreement and complaints

We recognise that parents and carers will sometimes disagree with a decision or be dissatisfied with something that has happened. Raising a concern, asking challenging questions or making a complaint is not, in itself, unacceptable behaviour. We ask that concerns are raised respectfully and through the appropriate school or federation process.

CFP will not seek to prevent legitimate criticism or reasonable discussion. However, disagreement does not justify abusive, threatening, discriminatory, defamatory or harassing behaviour, nor conduct that compromises the safeguarding, privacy or wellbeing of children or adults.

If this code is not followed

Most concerns can be resolved through a conversation. Where behaviour falls below these expectations, CFP will respond proportionately, taking account of the seriousness, frequency and circumstances of the conduct. Depending on the situation, action may include:

- a discussion or written reminder about expected conduct;
- agreeing clear arrangements for future communication, meetings or contact;
- requiring meetings to be by appointment, remotely, or with specified staff present;
- restricting an individual's access to particular areas, events or CFP premises where this is necessary and lawful;
- ending a meeting or telephone call where abusive or threatening behaviour continues;
- using the federation's procedures for unreasonable or persistent contact where applicable; and
- contacting the police or other appropriate agencies where behaviour may constitute a criminal offence, presents an immediate risk, or raises a safeguarding concern.

Any restriction will be proportionate, kept under review and communicated clearly. Where access to premises or methods of contact are restricted, CFP will make reasonable arrangements so that a parent or carer can continue to receive essential information about their child, communicate appropriately with the setting and exercise legitimate rights to raise concerns or complaints.

Safeguarding comes first

Nothing in this code prevents CFP from taking immediate action where there is a safeguarding or safety risk. Concerns about the conduct of an adult towards a child will be managed through the appropriate safeguarding procedures rather than solely as a breach of this code.

Our CFP values

Our values of Contribution, Challenge, Inclusivity and Aspiration shape how we work together. They include listening to one another, being able to challenge respectfully, welcoming difference and maintaining high expectations for how adults model relationships for children.

Thank you for helping us keep every CFP setting safe, welcoming and respectful.