



# New Haw Community School

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26<sup>th</sup> February 2026

Dear Parents and Carers,

### Code of Conduct for Parents and Visitors

We greatly value the strong partnership between home and school, which is essential to our children's education and wellbeing. At New Haw, we are committed to maintaining a positive, safe and respectful environment for pupils, families and staff.

We would like to thank the overwhelming majority of parents and carers who communicate with our staff in a courteous and supportive manner. Your cooperation is genuinely appreciated.

However, we have recently experienced an increase in instances of unacceptable behaviour towards members of staff. This has included raised voices, aggressive or abusive language, and intimidating conduct, both in person and through telephone or email communication which is completely unacceptable.

We will not tolerate any behaviour that compromises the safety, wellbeing or professional integrity of our staff.

We must be clear about our expectations:

- **Respectful Communication:** Interaction with all members of staff must remain calm and respectful, regardless of the circumstances.
- **Zero Tolerance:** Aggressive, threatening or abusive behaviour towards staff will not be tolerated under any circumstances.
- **Consequences:** Where behaviour falls below our expected standards, appropriate action will be taken. This may include a formal warning, restriction of access to the school site, or – in serious cases – referral to the police.

We ask all members of our school community to model the respectful behaviour we expect from our pupils. Our staff are professionals dedicated to supporting your children. They have the right to carry out their duties without fear of harassment or intimidation.

If you have a concern, it must be raised through the appropriate channels outlined in our Parents & Visitors Complaints Policy & Procedure which is available on our school website. Arriving at school demanding immediate meetings or engaging in confrontational behaviour is not acceptable and will not lead to resolution.

Thank you for your cooperation in ensuring that our school remains a safe and professional environment for all.

Yours sincerely

A handwritten signature in cursive script that reads "Marie Cahill".

Mrs M T Cahill

Executive Headteacher