

Parent Code of Conduct

Europa School UK



Version and Date		Action/Notes	
V1	18/12/2025	18th December 2025	Reviewed by Ruth McAleavy, NASUWT and NEU reps
Review December 2027			

Europa School UK – Parent/Carer Code of Conduct

Europa School UK is committed to creating a safe, respectful, and supportive environment for pupils, staff, parents, and the wider community. This Code of Conduct sets out the expectations for parents and carers when engaging with the school.

Our Values

- We work together as a **community**.
 - We value **respect, kindness, and integrity** in all interactions.
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1. Expectations of Parents/Carers

Parents and carers are expected to:

- **Support their child’s learning** by engaging positively with school communications and events.
 - **Communicate respectfully** with staff, other parents, and pupils – whether in person, in writing, or online.
 - **Use appropriate channels** for raising concerns (class teacher → deputy heads → principal).
 - **Follow school procedures and policies**, including safeguarding and attendance.
 - **Model positive behaviour** for children, including respect for the school’s bilingual and multicultural ethos.
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2. Communication with Staff

- Use school email, My Child at School, or the reception office for communication.
- Please see the Home-school Communication Policy section 4 for more details on contacting the school via email or phone. (LINK)
- Allow staff reasonable time to respond:

Email response time	
Acknowledgement to email	Within 2 working days*
Response in full (written)	within 7 working days*
Response to request for phone call	Within 3 working days*
*for part time staff we mean their working days – please note that 80% of Europa staff are part time so their working days may differ from yours	

- We ask parents to contact the school when they have genuine concerns, while also allowing sufficient time for teachers to respond and resolve matters, avoiding excessive or repeated contact.
 - Respect staff working hours – urgent matters should go via the school office.
 - Avoid using personal social media or personal contact details to reach staff.
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3. Behaviour on School Premises

Parents and carers must:

- Treat all members of the school community with courtesy at all times
 - Refrain from aggressive, abusive, or intimidating language or behaviour.
 - Respect the school's rules and routines, including drop-off/collection procedures.
 - Ensure younger children are supervised while on site.
 - Not bring dogs (except assistance dogs), alcohol, or illegal substances onto the school premises.
 - Not use their mobile phones at school
 - Not ride bikes in the school.
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4. Online Conduct

This section applies to all forms of online communication, including social media (e.g. Facebook, Instagram, X/Twitter) and private messaging services (e.g. WhatsApp, Messenger, Telegram) where school matters, staff, students or other parents are discussed. The school values respectful and constructive communication among parents. Online groups can be a great way to build community when used responsibly. Please:

- Show respect when posting about the school, its staff, or pupils.
 - Do not post defamatory, abusive, or misleading comments about the school community, including staff.
 - Protect children's safety by not sharing photos or personal information about pupils online without consent
 - Use official school channels (website, newsletters, portal) for accurate information.
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5. Breaches of the Code

- The school will always seek to resolve issues amicably.
 - In cases of persistent or serious breaches, the school may:
 - Contact the parent to discuss concerns
 - Block the parents from further contact with the teachers
 - Restrict access to staff or the school site
 - Involve governors or, if necessary, external authorities
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