



Glendower Preparatory School

Parent Code of Conduct

2025 - 2026

Reviewed: December 2025

Next review: September 2026

1. Introduction

At Glendower Preparatory School, we are committed to fostering a safe, respectful, and nurturing environment for every member of our community. We believe that a strong and trusting partnership between home and school is fundamental to a girl's success and wellbeing.

When a place is accepted for your daughter at Glendower, it marks the beginning of a partnership based on mutual respect, transparency, and shared purpose. We ask that all parents engage with the school and its staff in a manner that is professional, constructive, and reflective of the values we wish to model for our pupils.

This Code of Conduct sets out the standards of behaviour and communication expected from all parents and carers, both in person and online. It supplements the obligations outlined in Paragraph 9 of the Parent Contract and is designed to help ensure that our interactions support the best interests of every pupil and of the school community as a whole.

For the purposes of this document, the term *parent* includes all those with parental responsibility for a Glendower pupil, and prospective parents engaged in the school's admissions process.

2. Supporting Your Daughter

Parents play a vital role in supporting their daughter's education and wellbeing. At Glendower, we expect parents to:

- Encourage curiosity, independence, and positive attitudes to learning.
- Ensure regular attendance and punctuality, with your daughter ready and prepared to learn.
- Provide time and space for study and reflection at home, while fostering balance and wellbeing.
- Respond promptly and openly to school communications, permissions, and information requests.
- Engage constructively with staff regarding your daughter's progress or wellbeing, and attend parent meetings as appropriate.

Our shared goal is to work together to enable each girl to flourish, academically, socially, and emotionally.

3. Sharing Information with the School

To provide the best possible care and education, it is essential that the school is informed promptly and accurately of any circumstances that may affect your daughter. This includes, but is not limited to:

- Emotional, psychological, or physical wellbeing concerns.
- Medical conditions, allergies, disabilities, or special educational needs.
- Any changes to family circumstances, including court orders and custody arrangements, as well as details of occasions when both parents (or those with parental responsibility) are out of the country at the same time.
- Matters that may affect your daughter's participation in school life, such as financial, immigration, or personal circumstances.
- Prior notice of applications made to other schools; please note that the school will not provide a reference to another school without this

We rely on open, honest communication to ensure that appropriate support is in place and that the school can discharge its duty of care effectively.

4. Communicating with the School

At Glendower, we value open and respectful communication between parents and staff. We ask that parents:

- Refer to the '[Parent Communication Ladder](#)' to direct queries appropriately.
- Avoid duplicating correspondence or escalating matters unnecessarily.
- Respect the professional working hours of staff, understanding that teachers prioritise their time with pupils during the school day.
- Provide sufficient context or background information when requesting meetings to enable constructive discussion.
- Raise concerns through the correct channels and in accordance with the school's [Complaints Policy](#).
- Communicate courteously, thoughtfully, and in a manner consistent with Glendower's ethos of respect and integrity.

The school is committed to responding to parental concerns promptly and in good faith, seeking resolution through collaboration and dialogue.

5. Respecting Professional Decisions

Our staff act at all times in the best interests of pupils and the wider school community. Parents are expected to respect and support the school's professional judgment and expertise. This includes:

- Supporting the school's restorative approach to behaviour management, in line with our [Behaviour Policy](#).
- Trusting professional discretion in teaching group placements, curriculum design, and enrichment opportunities.
- Recognising that teachers and leaders are obliged to act with integrity when assessing progress, predicting grades, and writing references.

The school welcomes constructive dialogue but expects that professional decisions are treated with respect and that disagreements are approached with courtesy and understanding.

6. Unacceptable Conduct or Behaviour

The vast majority of Glendower parents engage with the school in a positive, respectful manner. However, where conduct falls short of these expectations, the school will respond proportionately to protect the wellbeing of staff, pupils, and the wider community.

Depending on the nature of the behaviour, this may include:

- Written reminders of expected standards.
- Restrictions on modes or frequency of communication.
- Meetings with the Head or senior leaders.
- Suspension of access to school premises or events.
- In extreme or persistent cases, the requirement to withdraw a pupil under the Behaviour Policy.

Examples of conduct that are considered unacceptable include (but are not limited to):

- Aggressive, intimidating, or threatening behaviour towards staff, pupils, or other parents.
- Offensive, abusive, or disrespectful language, whether in person, by phone, or online.
- Discriminatory, harassing, or defamatory remarks, including on social media.
- Malicious allegations against the school or its staff.

- Repeated or excessive communications that are unreasonable in volume, tone, or demand.
- Any behaviour that undermines the safety, dignity, or reputation of members of the Glendower community.

Glendower will always seek to address matters calmly and proportionately, but we will act decisively to uphold the integrity and safety of our school environment.

7. Conclusion

We thank parents for reading and upholding this Parent Code of Conduct. By working together with mutual respect and shared purpose, we ensure that Glendower continues to be a place where every girl, and every member of our community, can thrive.