

Lowerhouses CE Primary School



Parent, Carer and Visitor Code of Conduct

This Code of Conduct is an unsigned agreement between the Parent, Carer, Visitor and Lowerhouses CE Primary School

Rationale

At Lowerhouses CE Primary School we are very proud and fortunate to have a dedicated and supportive school community. At our school the staff, governors, parents and carers all recognise that the education of our children is a partnership between us. As a partnership, we are all aware of the importance of good working relationships and all recognise the importance of these relationships to equip our children with the necessary skills for their education. We believe staff, parents and children are entitled to a safe and protective environment in which to work.

The purpose of this code of conduct is to provide the expectations around the conduct of all parents, carers and visitors connected to our school. Adults should always set a good example to children, showing them how to get along with all members of the school and the wider community. This code aims to clarify the types of behaviour that will not be tolerated and expects parental agreement to these expectations. The code of conduct also sets out the actions the school can take should this code be ignored or where breaches occur. It is important for parents and carers to make sure any persons collecting their children are aware of this policy.

Our expectations of parents and carers:

We expect parents, carers, and other visitors too:

- Respect the ethos, vision, and values of our school
- Work together with staff in the best interests of all our pupils
- Understand that both teachers and parents need to work together for the benefit of their children
- Maintain reasonable expectations for staff response to general communications
- Avoid using staff as threats to admonish children's behaviour
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful and reasonable solution to all issues
- Seek to clarify a child's version of events with the school's view to bring about a peaceful solution to any issue
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach your class teacher in the first instance to help resolve any issues of concern, following up if an appropriate response has not been received

Behaviour that will not be tolerated include (but are not limited to):

- Disruptive behaviour which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises.
- Physically intimidating, eg standing very close.
- Using loud or offensive language or displaying temper in person or on the phone
- Threatening in any way, a member of staff, visitor, fellow parent/carer or child.
- Damaging or destroying school property.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff/governors at the school on Facebook or other sites
- The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of your own child on school premises.
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Smoking, taking illegal drugs or the consumption of alcohol on school premises.
- Dogs being brought on to the school premises (other than guide dogs).
- Prejudice or discrimination in any form (e.g sexism, racism, homophobia, transphobia)

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

Should **any** of the above occur on school premises or in connection with school, the school may feel it is necessary to take action by contacting the appropriate authorities or consider banning the offending adult from entering the school premises.

We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. However, we understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships. Where issues arise or misconceptions take place, please contact your child's teacher or the Headteacher, who will be available to meet with you and go through the issue and hopefully resolve it. Where issues remain unresolved, please follow the school's complaints procedure. This is available on the school website or a copy can be requested from the school office.

What happens if someone ignores or breaks the code?

In the event of any parent/carer or visitor of the school breaking this code then proportionate actions will be taken as follows:

In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will in the first instance be referred to the Police. This will include any or all cases of threats or violence and actual violence to any child, staff, parent

or governor in the school. In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the school will refer the matter to the Council's Legal Team for further action. In cases where the code of conduct has been broken but the breach was not libellous, slanderous or criminal matter, then the school will send out a formal letter to request they stop the behaviour causing the concern and warn that if they do not they may be banned from the school premises. If after this behaviour continues, the parent/carer will again be written to and informed that a ban is now in place. Please note that a ban from the school can be introduced without having to go through all the steps offered above in more serious cases.

Issues of conduct with the use of Social Media

Most people take part in online activities and social media. It's fun, interesting and keeps us connected. Within these spaces however we ask that you use common sense when discussing school life online.

'Think before you post' We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents or children. We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, member of staff or child.

If parents have any concerns about their child in relation to the school, as we have said above, they should:

1. Initially contact the class teacher
2. If the concern remains they should contact the Headteacher
3. If still unresolved, the school governors through the complaints procedure

They should not use social media as a medium to air these concerns or grievances.

Online activity which we consider inappropriate:

- Identifying or posting images/videos of children that are not their own without the other parents' permission
- Abusive or personal comments about staff, governors, children or other parents
- Bringing the school in disrepute
- Posting defamatory or libellous comments
- Emails circulated or sent directly with abusive or personal comments about staff or children
- Threatening behaviour, such as verbally intimidating staff, or using bad language
- Breaching school security procedures

At our school we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above.

Legal rights

The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to abuse. School premises are private property and parents have been granted permission from the school to be on school premises. However, in case of abuse or threats to staff, pupils or other parents, school may ban parents from entering the school.

It is also an offence under section 547 of the Education Act 1997 for any person (including a parent) to cause a nuisance or disturbance on school premises. The Police may be called to assist removing the person concerned.

Please note that School is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school.

We trust that parents will assist our school with the implementation of this policy, and we thank you for your continuing support of the school. We will always respond to an incident proportionally. The final decision on how to respond to breaches of the code of conduct rests with the Headteacher.