



Parents / Carers Code of Conduct

Code of Conduct for Parents, Carers and Visitors

At St. Francis CE Primary School, we are very proud and fortunate to have a dedicated and supportive school community. The parents and carers, staff and governors alike all recognise that the education of our children is a partnership process between all these parties.

As a partnership we are all aware of the importance of good working relationships. For these reasons we will continue to welcome and encourage parents and carers to participate fully in the life of our school.

The purpose of this policy is to provide a reminder to all parents, carers and visitors to our school about the expectations around the conduct of all parents and visitors connected to our school community.

We understand that everyday frustrations can cause misunderstandings and have a negative impact on our relationships. However, should this arise we remain committed to resolving difficulties in a constructive manner through open positive dialogue. By doing this, together we can continue to flourish and progress to achieve, in an atmosphere of mutual understanding.

Our school has a code of conduct for all our employees, however this code is aimed at the wider school community so everyone can see and understand the expectations on the behaviour of all visitors or those connected with our school. The policy aims to clarify the types of behaviour that will not be tolerated and seeks parental sign up to these expectations. The policy also sets out the actions we can take should this code be ignored or where breaches occur.

Behaviour that will not be tolerated:

- Disruptive behaviour which interferes or threatens to interfere with our school's normal operations or activities anywhere on our premises.
- Any inappropriate behaviour on our premises.
- Using loud or offensive language or displaying temper.
- Threatening in any way, a member of staff, visitor, fellow parent/carers or pupil.
- Damaging or destroying school property.
- Sending abusive or threatening emails/text/voicemail/direct messages or phone messages or other written communications (including social media) to anyone within the school community.
- Defamatory, offensive or derogatory comments regarding the school or any of its pupils/parents/staff/governors on Facebook or other social media sites.
- The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of your own child.
- 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. (Alcohol may only be consumed during authorised events)
- Dogs being brought onto school premises (other than guide dogs)

Should **any** of the above occur on our premises (or in connection with the school) we may feel it is necessary to take action by contacting the appropriate authorities and/or sadly, consider withdrawing permission for the offending adult to enter the school site altogether.

Thank you for abiding by this policy and helping us to create a positive and uplifting environment not only for the children, but also all who work in and visit our school.

Note: can parents/carers please make sure all persons collecting their children are aware of this policy.

What happens if someone ignores or breaks the code?

In the event of any parent/carer or visitor to our school breaking this code, 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 Thames Valley Police. This will include any or all cases of threats of violence and actual violence to any child or adult. This will also include anything that could be seen as a sign of harassment of any member of the school community, such as any form of insulting social media post or any form of social media cyber bullying. In cases where evidence suggests that behaviour would be libellous or slanderous then the school will seek further legal advice. In cases where the code of conduct has been broken but the breach was not libellous, slanderous or a criminal matter, the school will send out a formal letter to the parent/carer with an invite to a meeting. If the parent/carer refuses to attend the meeting, we will write to the parent/carer and ask them to stop the behaviour causing the concern and warn that if they do not, permission for them to be on site will be withdrawn. If this behaviour continues, the parent/carer will again be written to and informed that they may not enter the school site.

Note: In more serious cases, permission to enter the school site can be withdrawn without having to go through all the steps offered above.

Complaints

This code of conduct does not prevent parent/carers from raising a legitimate complaint in an appropriate fashion. In most cases we hope that all complaints and concerns can be resolved through open dialogue with members of staff as appropriate.

Where you are not satisfied with responses received however, we would ask that you follow the complaints procedure as laid out in our complaints policy. This is available on our website, however if you would prefer, please contact the school office and we can arrange for a hard copy to be made available.

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. There are various online groups managed by parents for parents, such as class Facebook or WhatsApp groups, and they can be a wonderful source of knowledge, support and advice. We encourage you to positively participate if you wish. 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, staff, parents or pupils. We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, pupil or member of staff.

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 unresolved, contact the governors through the complaints procedure
4. If still unresolved contact Ofsted

Parents and carers should not use social media as a medium to air any concerns or grievances.

Online activity which we consider inappropriate:

- Identifying or posting images/videos of pupils
- Abusive or personal comments about staff, pupils or other parents
- Bringing the school into disrepute
- Posting defamatory or libellous comments
- Emails circulated or sent directly with abusive or personal comments about staff or pupils
- Using social media to publicly challenge school policies or discuss issues about individual 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.

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