



This policy belongs to

Tibberton CE Primary School and St Lawrence CE Primary School Federation

Parent Code of Conduct

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and adoption of policy: Spring Term 2022
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Tibberton CE Primary School and St Lawrence Primary School Federation

Code of Conduct for Parents, Carers and Visitors

This Code of Conduct is an unsigned agreement between the parents, carers and Tibberton CE Primary School and St Lawrence CE Primary School.

At Tibberton CE Primary and St Lawrence CE Primary Schools, we are very proud and fortunate to have a dedicated and supportive school community. At our schools, the staff, governors, parents and carers all recognise that the education of the children is a partnership between us all. All staff members have the right to work in a comfortable and safe environment, and this code of conduct aims to support that right.

The purpose of this code of conduct is to clarify the expectations around the conduct of all parents, carers and visitors connected to our schools and is in line with our Code of Conduct for staff and Code of Conduct for governors.

We expect our school communities to respect the schools' ethos, keep our schools tidy, and set a good example of their own behaviour both on school premises and when accompanying classes on school visits.

Resolving difficulties:

We are committed to resolving difficulties in a constructive manner, through an open and polite dialogue, based on positive and respectful relationships between the school community members.

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 in the first instance, or the Head of School if matters remain unresolved, who will be able to talk with you or meet with you at an agreed time to go through the issue.

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.

The code of conduct also sets out the actions the school 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 any of the schools' normal operation or activities anywhere on the school premises.
- Any inappropriate behaviour on the schools' premises.
- Using loud or offensive language or displaying temper/loss of control.
- Threatening in any way, a member of staff, visitor, fellow parent/carer or child, verbally or physically.
- Damaging or destroying school property.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the schools' community.
- Defamatory, offensive or derogatory comments regarding the schools or any of the pupils/parents/staff/governors at the schools on Facebook, WhatsApp or other social media sites. Such comments would be required to be removed immediately.

- The use of physical, verbal or written aggression towards another adult, including staff members.
- Approaching staff outside the school premises/hours to discuss school matters.
- The use of disrespectful language and manner towards staff undertaking their role.
- The use of physical, verbal or written aggression towards a 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 (alcohol may only be consumed during authorised events when a licence has been obtained).
- Dogs being brought on to the school premises (other than assistance dogs).
- Recording meetings or conversations without knowledge and consent.

Should **any** of the above occur on school premises (or outside school premises in respect of discussion of school based concerns) or in connection with either school, the leadership team may feel it is necessary to take action by following the steps set out below, or by contacting the appropriate authorities.

What happens if someone ignores or breaks the code?

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

- An informal meeting with the class teacher, possibly accompanied by a senior colleague.
- A formal meeting with the Headteacher/ Executive Head.
- A formal meeting with the Executive Head and Chair of Governors.

Where a warning is given, a formal meeting would be held, and minutes taken. If a second formal meeting is held, the parent could be banned from the school site and/ or from meeting with the victim of the breach to the code of conduct, for example a member of staff.

If the parent/carer refuses to attend the meeting, then the school will write to the parent/carer and ask them to stop the behaviour causing the concern and warn that if they do not, they may be banned from the school premises. If the behaviour continues, the parent/carer will again be written to and informed that a ban is now in place. Support from the Local Authority legal department would be sought in this incidence.

Note: In a more serious case, a ban from the school can be introduced without going through all the steps above.

In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will be referred to the Police. This will include cases of threats of violence and/ or actual violence to any child, staff member or governor of the schools. 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 tantamount to libel or slander, then the school will refer the matter to Telford and Wrekin's Legal Team for further action.

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.

However, social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/students. The Governors consider the use of social media websites in this way as unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels, in line with policy, by speaking to the class teacher, the Headteacher, the Executive Headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any student or parent/carer of a child being educated in the schools is found to be posting libellous or defamatory comments on social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site, and they provide robust mechanisms to report contact or activity which breaches this. The schools will also expect that any parent/carer or student removes such comments immediately.

In serious cases, the schools will also consider legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly, is the issue of cyber bullying and the use by one child or a parent to publicly humiliate another by inappropriate social network entry. We will deal with this as a serious incident of school bullying.

'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.

Following our schools' values and motto, showing respect for all and working together to solve difficulties, together we create a positive and uplifting environment not only for the children but also for all who work in and visit our schools. Thank you for abiding by this code.

It is important for parents and carers to make sure any persons collecting their children are aware of this policy.