

Parent Code of Conduct Policy

Introduction

At Wild Bank Community School, we are very fortunate to have a supportive and friendly school community. Our parents and carers recognise that educating children is a process that involves partnership. Our school motto is “Working together we can achieve our best”. Throughout this policy, wherever the word ‘parent’ is used, it refers to parents and carers. As a partnership, our parents will understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our school. We would expect that parents would make all persons responsible for collecting their children aware of this policy.

Aims

The purpose of this policy is to provide clarification for all parents and visitors to our school about our expectations of conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding.

Guidance

We expect parents, carers and visitors to:

- Respect the caring ethos and values of our school
- Understand that both teachers and parents need to work together for the benefit of their children.
- Demonstrate that all members of our school community should be treated with respect and courtesy and therefore set a good example in their own speech and behaviour.
- In the event of any misunderstandings, seek to clarify a child’s version of events with the school’s view in order to bring about a peaceful solution to any issue.
- Correct their own child’s behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Approach the school to help resolve any issues of concern.
- Avoid using school staff as threats to admonish children’s behaviour.

In order to support a peaceful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee’s office, office area or any other area of the school grounds including sports team matches.
- Using loud/or offensive language, swearing, cursing, using disrespectful language or displaying temper on the school premises or grounds.
- Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent or pupil regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying school property.
- Intimidating or harassing behaviour towards a member of school staff, Governor, visitor, fellow parent or pupil.
- Racist or homophobic conduct
- Abusive or threatening e-mails or text/voicemail/phone messages or other written communication

- Defamatory, offensive or derogatory comments regarding the school or any of the students/parent/staff, at the school on Facebook or other social media sites. (See Appendix 1). Any concerns parents may have about the school must be made through the appropriate channels by speaking to the class teacher, Head Teacher or the Chair of Governors, in accordance with school policy, so that they can be dealt with fairly, appropriately and effectively for all concerned.
- The use of physical aggression towards another adult or 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 and consumption of alcohol or other drugs whilst on school property.
- Dogs being brought on to school premises.

Should any of the above behaviours occur on school premises the school may feel it is necessary to contact the appropriate authorities and if necessary, ban the offending adult from entering the school grounds.

We trust that parents and carers will understand our concerns in these matters and assist our school with the implementation of this policy and we thank you for your continuing support of the school.

Appendix 1: Inappropriate use of Social Network Site

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

In the event that any pupil or parent/carer of a child/ren being educated in the school is found to be posting libellous or defamatory comments on Facebook or other 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 school will also expect that any parent/carer or pupil removes such comments immediately.

In serious cases the school will also consider its 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 take and deal with this as a serious incident of school bullying. Thankfully such incidents are extremely rare.

Appendix 2: Model letters

Dear Parent,

I have received a report about your conduct on (enter date and time).

[Add summary of the incident and of its effect on staff, pupils, other parents.]

We believe staff, Governors, visitors, fellow parents or pupils are entitled to a safe and protective environment in school. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the school. I must inform you that Wild Bank Community School will not tolerate conduct of this nature on its premises and will act to defend its staff, pupils and Governors.

I am therefore informing you that should the school staff have any further concerns about your behaviour, formal procedures will be followed.

Yours sincerely,

Head Teacher

Dear Parent,

I have received a report about your conduct on (enter date and time).

[Add summary of the incident and of its effect on staff, pupils, other parents.]

The Governors believe staff, parents, visitors and pupils are entitled to a safe and protective environment in school. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the school. I must inform you that the Wild Bank Community School will not tolerate conduct of this nature on its premises and will act to defend its staff, pupils and Governors.

The Head Teacher has already contacted you on _____. On the advice of the Head Teacher I am therefore informing you that should the school staff have any further concerns about your behaviour you will be asked not to enter the premises and you could be prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

Yours sincerely,

Chair of Governors

Dear Parent,

I have received a report from the Head Teacher about your conduct on (enter date and time).

[Add summary of the incident and of its effect on staff, pupils, other parents.]

I must inform you that Wild Bank Community School will not tolerate conduct of this nature on its premises and will act to defend its staff, pupils and Governors. On the advice of the Head teacher I am therefore instructing you that for (a temporary period) you are not to reappear on the premises of the School. If you do not comply with this instruction the Head teacher will arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

The withdrawal of permission for you to enter the school premises takes effect immediately. However, I wish to be sure whether it is appropriate to confirm this decision. Before I do so, I would like to offer you the opportunity to give me, in writing, any comments or observations of your own in relation to the incidents about which the Head Teacher has reported. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct. To enable me to take a decision on this matter at an early point, you are asked to send me, at school, any written comments you wish to make by (state date ten working days from the date of letter).

If, on receipt of your comments, I consider that the decision should be confirmed, you will be supplied with details of how to pursue a review of the circumstances of your case.

Yours sincerely,

Chair of Governors

Appendix 3 Dealing with abusive telephone calls

Sometimes staff may have to deal with challenging, abusive, aggressive or threatening telephone calls. It is unacceptable for any member of staff to be subjected to such abuse but staff may not know how to handle such a telephone call. This guidance has been produced to assist staff if they are faced with such a situation.

To reduce the likelihood of callers becoming abusive staff should conduct themselves in a courteous and professional manner and make every attempt to meet the needs of the caller. Staff should also have the confidence that it is acceptable to end an abusive telephone call

Always:

- remain calm and polite
- stay in control of the situation
- actively listen – repeat information back to the caller to test understanding of the issue and gain their agreement
- inform the caller you are trying to help them
- be positive and say what you can do
- be clear and avoid using jargon
- if necessary, apologise for an error and take action to put it right
- if you have to go and get some information, let the caller know why you are putting them on hold and do not leave them on hold for a long time. Update them as necessary
- make notes of the conversation
- follow the procedure below if appropriate
- refer the caller to the Head Teacher, Deputy Head Teacher etc.

Never

- respond in the same manner as an abusive caller
- take it personally
- allow yourself to be bullied
- slam the phone down.

Script for abusive telephone calls

When the caller starts to raise their voice/be abusive:

Mr/Mrs/Ms...please don't raise your voice/swear at me, I am not raising my voice/being rude to you. If you continue to raise your voice/be rude to me then I will be forced to terminate the call.

When the caller continues to raise their voice/be abusive:

Mr/Mrs/Ms..... I understand you are upset/frustrated however I am not prepared to continue to be shouted/sworn at so you can either call back when you have calmed down or if you prefer you can put your views in writing.

If, despite the two warnings above, the caller continues to raise their voice/be abusive:

Mr/Mrs/Ms.... I advised you earlier during this call about raising your voice/swearing and you have continued to do this, so I am afraid I am going to have to terminate this call. Hang up.

Further actions:

Make a written note of the telephone call or use the incident report form and upload to *MyConcern* and report the incident to Head Teacher or your line manager.

**We welcome visitors to
Wild Bank Community School.**



The safety and security of pupils, staff and visitors is our priority.

We will act to ensure it remains a safe place for pupils, staff and all other members of our community.

If you have concerns we will always listen to them and seek to address them.

Please be aware, however, that abusive, threatening or violent behaviour will not be tolerated in this school.

Visitors behaving in this way are likely to be removed from the premises and may be prosecuted.

