

## **Code of Conduct for Parents and Visitors**

### **School Trust Deed**

Our school aims to serve its community by providing an education of the highest quality within the context of Christian belief and practice. It encourages an understanding of the meaning and significance of faith and promotes Christian values through the experience it offers to all its pupils.

### **Our School Ethos Statement**

We recognise our special historic foundation and will preserve and develop its Christian character in accordance with the principles of the Church of England. This will also be enhanced and supported by the strong partnerships that we enjoy with the Church of St Lawrence, Ardeley and the Diocese of St Albans. We will do everything we can to serve our children and the school community as a whole by providing an inclusive education of the highest quality within the context of our Christian faith and practice. Our school will encourage an understanding of the meaning and the significance of the Christian faith, promoting its values throughout the learning and caring experiences that we offer to all of our children; “Loving and Learning in Fellowship and Faith”.

### **Rationale**

We believe that Ardeley St Lawrence Primary School should be an orderly and safe place where relationships between staff and visitors, especially parents demonstrates mutual respect and a recognition of shared responsibility for children’s well-being and academic success.

### **Aim**

The aim of this code of conduct is to clarify expectations of behaviour for visitors and parents on site to ensure the safety and well-being of children and staff by ensuring our environment is safe and puts the needs of our children first.

### **Communication**

As a parent you are an important part of Ardeley St Lawrence Primary School and good communication is vital to our successful partnership and ethos of care. In our various roles as teachers, leaders and school support staff we share your commitment to the well-being of all our pupils.

To support this partnership we will endeavour to:

- Make sure that we answer all telephone calls promptly and politely
- Make sure that our written communications will be clear, understandable, timely and appropriate.
- Carry out surveys to check levels of satisfaction, target areas for improvement and act on them.
- Make appointments within three days of request
- Ensure that the Headteacher/Senior Leader/Office Manager is on site to welcome the school community at the start of each day.

In return we ask that parents/visitors:

- Make an appointment to see the teacher via the office if they have a concern regarding their child.
- Listen to our advice and reasons for the action that we take.
- Accept that we may occasionally propose something that not all parents agree with.
- Understand that whilst we have many parents and pupils we will always deal with you calmly, sympathetically, professionally and with your child’s best interest at heart

- We ask that parents and visitors are patient and polite to our staff even though on occasion you may feel angry or upset. We assure you that at all times we are trying to help, therefore any forms of aggression or abuse will not be tolerated.

### **Conduct**

We welcome visitors to our building and act to ensure it remains a safe place for children, staff and other members of our school community. We expect that parents will respect children, parent and staff confidentiality and communicate any concerns, queries and questions in a calm and controlled manner. However, should anyone act in an abusive or threatening manner they will be required to leave the building. Ardeley St Lawrence Primary School will not tolerate incidents of swearing, verbal abuse, aggressive body language, threatening behaviour or racist/sexist/homophobic comments.

### **Recording incidents**

All incidents of abusive or threatening behaviour will be recorded. Any verbal or physical assaults on staff or children will be recorded on an incident form and reported to the Governors with an option to report the matter to the Police if necessary.

### **Sanctions**

Incidents of verbal or aggressive behaviour will need to be determined on an individual basis, however the following school based sanctions may be considered:

- Parents may be asked to meet with the Headteacher/Chair of Governors/Governor to agree clear expectations of behaviour whilst on the school site.
- Parents may be requested to leave the site.
- Parents may be reported to the Police.
- Any member of staff has the right to call 999 and seek police assistance should they experience verbal/physical abuse or aggressive behaviour.
- The Headteacher or Governors may seek the advice of Hertfordshire's Legal department should the situation warrant such action.
- Legal action may ultimately lead to a "banning order" preventing individuals from entering the school premises for a pre-determined period of time.

### **Summary**

It is stressed that the overwhelming majority of parents and/or visitors to our school do conduct themselves in a safe and responsible manner however; the requirement to produce a code of conduct is to ensure the on-going safety of **all** members of our school community and recognise that abusive, threatening or aggressive behaviour towards pupils, staff or other parents will not be tolerated by Ardeley St Lawrence Primary School.

