

Stoke Heath Primary School
Parent & Visitor Code of Conduct
May 2023

We are Stoke Heath! Our community supports and grows together. We celebrate our diversity and promote equality.

We are all learners who are inclusive, honest and respectful.

***Together**, we strive to fulfil our potential and make a positive contribution to society.*



Purpose:

At Stoke Heath Primary School, we believe that all members of the school community, including parents and caregivers, should work, study, or visit in a friendly and welcoming environment free from verbal or physical abuse. We are very proud and fortunate to have a very 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. 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. This code aims to clarify the types of behaviour that will not be tolerated and seeks 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.

Underlying Principles of communication with parents, school and agencies.

Mutual Respect: We value the relationship between parents, agencies, staff, governors, and pupils, which is based on mutual respect and support.

Open Communication: Parents/carers are welcome to contact the school or arrange meetings to discuss any concerns. All meetings will take place in an atmosphere of mutual respect and trust.

Confidentiality: Matters of concern should be dealt with through school channels, and parents should not approach other children directly.

Collaboration: All parties will work together to resolve difficulties, even when they relate to personal matters.

Complaints Procedure: The school will address concerns or complaints in accordance with the school complaints procedures.

Reasonable Timeframe: Parents should allow staff reasonable time to address incidents, recognizing that immediate attention may not always be possible.

Respect for Others

At Stoke Heath we expect parents, carers and visitors to the school to show respect and concern for others by:

- Supporting the respectful ethos of our School by setting a good example in their own speech and behaviour towards all members of the school community;
- Working together with teachers for the benefit of the children. This includes approaching the school to resolve any concerns;
- Reinforcing the School's policies and systems;
- Respecting the learning environment appropriately both on and off the school site;
- Parking with consideration and respect for others when delivering and collecting children to and from School.

Stoke Heath does not tolerate:

- Disruptive behaviour which interferes with the operation of a classroom, an office area or any other part of the school grounds;
- Any inappropriate behaviour on the school premises;
- Any inappropriate or offensive clothing or tattoos' that are on show;

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- Using loud and/or offensive language (including racism) or displaying aggression;
- Threatening harm or the use of physical violence towards another adult or child;
- Sending abusive or threatening emails or text/voicemail/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 the pupils/parents/staff/governors at the school on WhatsApp, Facebook or other sites, face to face or on the phone;
- 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)
- Wilful damage or destruction of School property;
- Smoking/vaping and/or the consumption of alcohol or other drugs anywhere on the premises;
- Accessing the School whilst intoxicated;
- Dogs being brought onto the school site, other than Guide Dogs;
- The use of any form of vehicle on the school playground excluding mobility aids, e.g., bicycles and scooters.

Parents' communication within school:

Meetings and Discussions: Meetings with parents should be arranged, but urgent matters may require immediate communication. Parents should conduct themselves appropriately during meetings, and if their behaviour is deemed inappropriate, the meeting may be terminated.

Office Communication: Parents approaching the school office, whether in person, by phone, email, or any other means, should do so in a respectful and calm manner, being mindful of the language they use.

Actions following inappropriate/unacceptable behaviour taking place:

If a parent/carer or visitor behaves in an inappropriate or unacceptable way the Head Teacher or appropriate member of the Senior Leadership Team will seek to resolve the situation through discussion, either verbally on the phone or in a meeting, or with a letter. Staff will not continue discussions if the parent/carer/visitors continue to behave in an improper manner and this will be politely made clear.

Should the parent(s) feel that their relationship with the Senior Leadership Team has broken down then they will have the opportunity to request a meeting with the chair of governors.

The parent/carer/visitors behaving in such a manner will be asked to leave the school site. Where all procedures have been exhausted and aggression or intimidation continue, or, where there is an extreme act of violence or abuse (including racism), the person may be banned from the school premises for a period of time, determined by the head teacher. If necessary, the Police will be contacted.

Steps following a ban

- The parent, carer or visitor will receive written confirmation that he/she is banned from the premises, subject to review, and what will happen if the ban is breached, e.g., that an injunction may follow. This may include restrictions to other forms of communication, for example, the use of a third party;
- Where an assault has led to a ban, a statement indicating that the matter has been reported to the Police will be included;
- The Chair of the Governors will be informed of the ban;

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· Where appropriate, arrangements for pupils to be dropped off and collected from the school gate will be clarified.

On the rare occasions when a negative attitude towards the school is expressed, this can sometimes result in aggression, verbal and physical abuse towards members of School staff or the wider School community.

Stoke Heath expects its staff to behave professionally in these difficult situations and attempt to defuse the situation where possible; however, all staff have the right to work without fear of violence or abuse, and the right, in an extreme case, of appropriate self-defence. Types of behaviour that are considered serious and unacceptable and will not be tolerated may include:

- Shouting at members of staff either in person or over the telephone
- Physically intimidating a member of staff, e.g., standing very close to him/her
- The use of aggressive hand gestures
- Physical aggression
- Personal attacks in person over the phone, email or social media (including racist or sexist comments)
- Breaching the School's security procedures

This list is not exhaustive but provides illustrations of unacceptable behaviour. Action will be taken against perpetrators and may result in the Police being informed of the incident.



Social Media Use

Most people take part in online activities and social media. It is fun, interesting and keeps us connected. We have a Twitter and Facebook page, and we encourage you keep connected with us. Within these spaces and other forms of social media 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, then School policies and procedures should be followed. Parents, carers or visitors should not use social media as a medium to air any concerns or grievances.

Incident Reporting: The school will maintain a record of all incidents involving intimidating or threatening behaviour towards staff.

Conclusion

Children learn best when there is a positive partnership between home and school. Whilst every effort will be made to work with parents, carers and visitors this will only be possible where people behave in an acceptable way. Where a parent, carer or visitors' behaviour is either unacceptable or serious it will not be possible to continue working with them and, as a final resort, legal action will be taken. At our school we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above.