



Parent Code of Conduct Policy

At St. Mary's CE VA Primary School we are very fortunate to have a supportive and friendly parent body who are keen to work in partnership with the staff at our school to secure the best education for the children of Tetbury. All members of our school community understand the importance of maintaining a positive relationship based on tolerance and respect and modelling appropriate behaviour for our pupils at all times. As a church school, we aim to create a caring, safe, respectful and inclusive environment for pupils, staff, parents and visitors.

We set clear expectations and guidelines on behaviour for all members of our school community. This includes staff (through the staff handbook) and pupils (through our behaviour policy).

We trust that parents and carers will assist our school with the implementation of this policy and we thank you for supporting us in making our school a safe and happy place for children to learn and grow.

In the event of a concern being raised by parents, the school is committed to:

- Listening to parents carefully and respectfully and allocating a reasonable amount of time for pre-arranged meetings.
- Responding appropriately to concerns raised.
- Communicating clearly any actions that may be required.
- Updating parents and carers on progress and outcomes of concerns raised.
- Listening and responding to updates from parents.

As well as following the guidance in our Home-School Agreement, we expect parents, carers and visitors to:

- Seek to clarify a child's version of events with the school in order to bring about a peaceful solution to any conflict.
- Respect the ethos of our church school
- Communicate their concern to the relevant member of staff in the school respectfully and accurately.
- Allow time for the school to respond (3-5 working days).
- Listen to and give due consideration to the school's responses.
- Work in partnership with the school in order to reach a resolution, including supporting the school's agreed behaviour policy and anti-bullying policy.

Home School Agreement

On joining the school, parents and carers are asked to sign the Home School Agreement which sets out expectations of conduct for pupils, parents and carers and staff at the school. Parents and carers are asked to abide by this agreement at all times.

Unacceptable behaviour

In order to support a peaceful and safe environment the school will not tolerate parents, carers and visitors exhibiting any of the following behaviours:

- Disruptive behaviour which interrupts the normal operation of a classroom, office or other area of the school including sporting fixtures.
- Using loud or offensive language, swearing, using profane language, attempting to physically intimidate, using aggressive hand gestures or displaying temper.
- Wearing clothing with abusive or offensive slogans on whilst on the school site.
- Threatening to harm a member of staff, visitor, parent or pupil.
- Damaging or destroying school property
- Sending abusive or threatening emails or aggressive phone calls or other communications.
- Defamatory, offensive or derogatory remarks regarding the school or any of the pupils, parents, staff and governors either at the school, on Facebook or other social media sites. (See Appendix 1).
- The use of physical aggression towards another adult or child. This includes physical punishment against your own child on school premises.
- Approaching someone else's child in order to chastise them because of the actions of this child.
- Smoking on the school site

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent
- Invite the parent in to school to meet with a senior member of staff or the Headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the Local Authority regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the Headteacher.

The Headteacher will consult the chair of governors before banning a parent from the school site.

Appendix I

Inappropriate use of Social Media

Social media websites are being increasingly used to spread misinformation, fuel campaigns and raise complaints against schools, Headteachers, school staff and in some cases other parents and pupils.

The Governors of St. Mary's CE VA Primary School considers the use of social media in this way as unacceptable and not in the best interests of our whole school community. Any concerns you may have about the school must be made through the appropriate channels by speaking to the relevant member of staff so we can deal with any concerns fairly, appropriately and effectively for all concerned.

The school has a comprehensive complaints policy and guidance issued by the Local Authority on how to make a complaint or raise a concern with the school.

In the event that any pupil, parent or carer of a child or children at the school is found to be posting libellous or defamatory comments on Facebook or other social media sites they will be reported to the 'report abuse' section of the site. All social network sites have clear rules about the content that can be posted on the site and they have robust mechanisms to report content or activity which breaches this. The school will also expect that any parent/carers or pupil removes such comments immediately.

It is important that parents are aware that any conversation held on social media is not a private conversation and if you wouldn't say it to a person's face, you shouldn't be putting it on a site.

In serious cases the school will also consider its legal options to deal with any misuse of social networking and other sites.

This policy should be read in conjunction with the following policies:

- Anti bullying and behaviour policies
- E safety Policy
- Acceptable Usage Policies
- Complaints Policy
- The Home School Agreement
- Safeguarding Policy

Appendix 2 – Model Letters

Initial warning letter from the headteacher

Dear

I've received a report about your conduct on [time and date].

[Summary of incident, include location, its effect on staff, pupils and other parents.]

If the incident is minor, add:

This behaviour is not in keeping with our parent code of conduct. [Please find a copy attached to this letter.]

If the incident is more serious, add:

As written in our parent code of conduct, we do not tolerate this kind of behaviour in our school. [Please find a copy attached to this letter.]

We believe that all staff, pupils and parents are entitled to a safe, respectful and inclusive environment, and that parents are as responsible for creating this environment as school staff.

Continue with:

Further breaches of the code of conduct may result in a ban from the school premises.

If you want to invite the parent in for a meeting, add:

I'd like to invite you in to school to discuss this incident, and how we can work together to prevent similar issues in the future.

Please contact the school office on [phone number] to book an appointment.

Yours sincerely

Headteacher

Model letter banning a parent from the school site

Dear [parent name],

I am writing to inform you that, after consultation with the chair of governors, I am banning you from the school site until [date].

You can also choose to ban a parent permanently. In that case, amend the sentence above.

Despite previous correspondence and conversations about your conduct, there have been further breaches of our parent code of conduct.

[Include details of the incidents, including dates, locations and effects on staff/pupils/other parents for every relevant incident.]

If you do not comply with the ban, I will arrange for you to be removed from the grounds and you may be prosecuted under Section 547 of the Education Act 1996.

If you would like to raise a complaint, you can do so using the school's complaints procedures, which are available on our website.

Yours sincerely

Headteacher