



Parent/Carer and Visitor Code of Conduct

Approved by: Priory Rise Governing Board **Date:** May 2021

Last reviewed on: May 2021

Next review due by: July 2024

Vision and Aims

At Priory Rise School we are very fortunate to have supportive and friendly parents and visitors. We believe it is vitally important to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, staff, parents and visitors
- Model appropriate behaviour for our pupils at all times, equipping them with the necessary skills for adulthood
- Maintain positive relationships between home and school.

For these reasons we continue to welcome and encourage parents/carers and visitors to participate fully in the life of our school.

The purpose of this document, written to reflect our school values, is to provide a reminder to all parents, carers and visitors to our school about expected conduct, so that we can continue to flourish, progress and achieve in an atmosphere of mutual understanding.

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and pupils (through our behaviour policy).

This code of conduct aims to help the school work together with parents and visitors by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

We use the term 'visitor' to refer to:

- Anyone visiting the school or grounds

Guidance

We expect parents, carers and visitors to:

- Respect the ethos, vision and values of our school
- Seek a peaceful solution to all issues
- Approach the school to help resolve issues of concern. Parents' first point of contact will usually be with their child's teacher
- Understand that all members of the school community need to work together for the benefit of the children

- Treat all members of the school community with respect, setting a good example with speech and behaviour
- Correct their own children's behaviour (or those in their care), especially in public where it could lead to conflict or unsafe/aggressive behaviour

General Principles

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

- Disruptive behaviour which interferes or threatens to interfere with the operation of the school, classroom, office area or any other area of the school grounds
- Displaying a temper, or shouting at members of staff, pupils, other parents or any other member of the school community
- Swearing, or using offensive language towards staff either in person or over the telephone
- Racist or sexist comments
- Making disparaging comments about any member of the schools' staff or governing board
- Posting defamatory, offensive or derogatory comments regarding the school or any member of its community on social media sites (see appendix A). Any concerns you have about the school must be made through the appropriate channels
- Threatening or intimidating behaviour to a member of school staff, governor, visitor, fellow parent/carer or pupil regardless as to whether or not the behaviour constitutes a criminal offence
- Any aggressive or abusive behaviour (verbal or in writing) including threatening emails, phone calls, messages or other written communication towards another child or adult
- Approaching someone else's child in order to discuss or chastise them because of the actions towards their own child
- Possessing or taking drugs (including legal highs) on school premises
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Use of physical punishment against your child while on school premises
- Bringing dogs onto the school premises (other than guide dogs)

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 communicate with the parent about the incident. Depending on the nature of the incident, the school may:

- Send a warning letter to the parent (see Appendix B)
- Invite the parent into 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's legal team regarding further action

- Ban the parent from the school site

Thank you for abiding by this policy in our school. Together we create a positive and respectful environment not only for the children, but also for all who work and visit our school.

Note: Can parents please ensure they make all persons responsible for collecting their children aware of this policy.

Appendix A:

Inappropriate use of Social Network Site

Social media websites are being used increasingly to fuel campaigns and complaints against schools, headteachers, school staff, governors and in some cases other parents or pupils.

The Department for Education/Government and Governors of Priory Rise School considers the use of social media websites being used in this way as unacceptable. Any concerns you may have about the school or your child/children must be made through the appropriate channels by speaking to the class teacher, the Headteacher or the Chair of Governors, where they will be dealt with fairly, appropriately and effectively for all concerned.

Libellous or Defamatory posts

In the event that any visitor, pupil or parent/carer of a child/children at Priory Rise 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, pupil or visitor removes such comments immediately.

Cyber Bullying

We take very seriously the use of cyber bullying 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. The school will also consider its **legal options** to deal with any such misuse on social networking and other sites.

Appendix B: model letters

Initial warning letter from the headteacher

Dear [parent name],

I have 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 would 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