



East Hunsbury Primary School

Parent/Carer Code of Conduct

Be Kind. Work Hard. Believe

This Code of Conduct is an unsigned agreement between the Parent, Carer, Visitor and East Hunsbury Primary School.

By choosing East Hunsbury Primary School as your child's school, you are agreeing to abide by our Code of Conduct.

Purpose and Aims of the Code of Conduct

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.

Rationale

At East Hunsbury Primary School, we are very proud and fortunate to have a 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.

We expect our school community to respect our school:

- Ethos
- Values – Be Kind. Work Hard. Believe
- Rules – Ready, Respectful, Safe
- Environment

And set a good example of their own behaviour both on school premises and when accompanying classes on school visits.

In addition, we also expect our parents, carers and visitors to keep our children safe by adhering to the school's request to park safely outside the school gates during morning and afternoon collections and only parking in the carpark if they have been issued with a parking permit.

As a partnership, we are all aware of the importance of good working relationships and recognise the importance of these relationships to equip our children with the necessary skills for their education. For these reasons, we will continue to welcome and encourage parents and carers to participate fully in the life of our school.

We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. However, we understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships.

Where issues arise, or misconceptions take place, please contact your child's teacher as a first step, who will do their best to go through the issue and hopefully resolve it. Where issues remain unresolved, please contact the phase leader or, if necessary, the Headteacher, Kathryn Pennington or follow the school's complaints procedure. This is available on the school website or a copy can be requested from the school office.

It is important for parents and carers to make sure **any persons** collecting their children are aware of this policy.

Behaviour that will not be tolerated:

- Disruptive behaviour which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises.
- Any inappropriate behaviour on the school premises such as:
 - Using loud or offensive language or displaying temper.
 - Threatening, in any way, a member of staff, visitor, fellow parent/carer or child.
 - Damaging or destroying school property.
 - Sending abusive, unkind, or threatening emails, text/voicemail/phone messages, 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 Facebook or other sites
 - 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 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.
 - Taking photographs, audio or video recording of any staff member or child, without their prior or explicit permission. This includes making a recording during a telephone conversation or online video meeting.

- Smoking, taking illegal drugs or consuming alcohol on school premises. (Alcohol may only be consumed during authorised events).
- Dogs being brought on to the school premises, either on a lead or being carried. A licensed guide dog would be permitted.

Should **any** of the above occur on school premises, or in connection with school, the school may feel it is necessary to act by contacting the appropriate authorities or consider banning the offending adult from entering the school premises.

What happens if someone ignores or breaks the code?

In the event of any parent/carer or visitor not adhering to this code of conduct then proportionate actions will be taken as follows:

In cases where the unacceptable behaviour is serious and potentially criminal in nature, the concerns will, in the first instance, be referred to the Police. This will include any, or all cases of threats, intimidating behaviour or violence and actual violence to any child, staff or governor in the school.

This will also include anything that could be seen as a sign of harassment of any member of the school community, such as any form of insulting social media post or any form of social media cyber bullying. In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the school will refer the matter to the Trust's Legal Team for further action. In cases where the code of conduct has been broken but the breach was not libelous, slanderous or criminal, then the school will send out a formal letter to the parent/carer explaining any next steps, which may include a meeting with the school.

If the parent/carer refuses to attend the meeting then the school will write to the parent/carer and ask them to stop the behaviour causing the concern and warn that if they do not they may be banned from the school premises. If after this behaviour continues, the parent/carer will again be written to and informed that a ban from the premises is in place.

In some cases, depending on the severity and context of the behaviour, communication with a parent/carer may be limited to verbal or written form only.

Note: (1) a ban from the school can be introduced without having to go through all the steps offered above in more serious cases.

(2) Site bans will normally have a period of review but may result in a lifetime ban.

Issues of conduct with the use of Social Media

Most people take part in online activities and social media. It's fun, interesting and keeps us connected.

The PTA has a Facebook page which allows parents to receive and respond to messages about school events. We encourage you to positively participate if you wish.

Within these spaces, however, 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 or 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, child or the school.

If parents have any concerns about their child in relation to the school, they should:

1. Initially contact the class teacher.
2. Contact the phase leader.
3. If the concern remains, they should contact the Headteacher.
4. If still unresolved, contact the school governors through the complaint's procedure.

They should not use social media as a medium to air any concerns or grievances.

Online activity which we consider inappropriate:

- Identifying or posting images/videos of children.
- Abusive or personal comments about staff, governors, children or other parents.
- Bringing the school in disrepute.
- Posting defamatory or libelous comments.
- Emails circulated or sent directly with abusive or personal comments about staff or children.
- Using social media to publicly challenge school policies or discuss issues about individual children or members of staff.
- Threatening behaviour, such as verbally intimidating staff, or using bad language.
- Breaching school security procedures.
- Inciting others against the school.

At our school we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above.

It is the responsibility of all adults, when on the school premises or when operating online, to set a positive example of polite, kind and good behaviour to the children, parents, visitors and professionals with whom we share a community.

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

