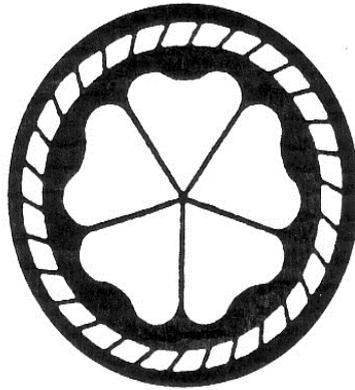


Parent Code of Conduct

Great Bardfield Primary School



Approved by:	Alison Kerrell (Headteacher)	Date: October 2019
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Last reviewed:	October 2019
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Next review due by:	October 2021
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Great Bardfield Primary School Parent Code of Conduct

At Great Bardfield Primary School we are very fortunate to have a supportive and friendly parent body. Our parents recognise that educating children is a process that involves partnership between parents, pupils, class teachers and the school community. As a partnership, our parents will understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our school.

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

Guidance

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

- Respect the caring ethos of our school
- Understand that both teachers and parents need to work together for the benefit of their children.
- Demonstrate that **all** members of the school community should be treated with respect and therefore set a good example in their own speech, behaviour and written correspondence with the school.
- When a concern is raised to follow our procedures for raising a concern and then also our complaints procedures (Appendix 1)
- Seek to clarify a child's version of events remembering that sometimes children can get muddled with their version of events. That there are often two sides to a story that will need to be investigated further.
- Correct their own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Approach the school to help resolve any issues of concern.
- Avoid using staff as threats to admonish children's behaviour.
- Support the school with implementing school rules when on or off school premises especially when it involves the health, safety and wellbeing of all of the children eg: children must not play on the play equipment outside of the school day.
- Parents must follow staff direction and rules when invited to accompany a school trip.

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

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the school grounds including team matches.
- Shouting, using loud/or offensive language, swearing, cursing, using profane language or displaying temper.
- Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence.
- Shaking fists, pointing fingers, grabbing hold of another person or squaring up to another person.
- Damaging or destroying school property.
- Verbally abusive, threatening or intimidating comments towards to a member of school staff, Governor, visitor, fellow parent/carer or pupil.
- Abusive, intimidating or threatening e-mails or text/voicemail/phone messages or other written communication
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parent/staff/governors, on school premises, in public or on Facebook or other social media sites. (See Appendix 2). Any concerns you may have about the school must be made through the appropriate channels by speaking to the class teacher, the Head teacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.
- 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 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).
- Smoking and consumption of alcohol or other drugs whilst on school property.
- Dogs being brought on to school premises.

Should **any** of the above behaviour occur on school premises the school may feel it is necessary to contact the appropriate authorities and if necessary, ban the offending adult from entering the school grounds. Appendix 3 Managing Aggressive behaviour by Parents Policy.

We trust that parents and carers will assist our school with the implementation of this policy and we thank you for your continuing support of the school.

Appendix 1

Raising a concern or making a complaint

It is always fantastic to receive positive responses to Parent Surveys as they paint a thoroughly positive picture of our school. We appreciate parents taking the opportunity to share any thoughts or feelings with us. We read all of the comments and readily act on them

The results of the Parent Questionnaire that was carried out has been shared and is published on the school website. Additionally parents may like to visit the Parent View Section of the Ofsted Website to register their feelings about the school,

<https://parentview.ofsted.gov.uk/parent-view-results/survey/result/10882/current>

It is important that you let us know if you do have a concern, relating to anything about how your child is learning at school or if there is anything that you feel we need to address or improve on. There is a stepped process for sharing this with us:

1. Please speak with your child's class teacher directly and in the first instance. This is best after school as it can be busy in the morning at registration time.
2. If you are not satisfied with the outcome of this conversation or if you feel that you need to address a more serious issue then please email the school office admin@greatbardfield.essex.sch.uk or make an appointment to see the headteacher. The headteacher will respond to emails and concerns within the time parameters of the normal school day and school week.
3. If you are still unhappy or if you have a concern which is in relation to the headteacher then please contact Joe Jones our Chair of Governors. Her school email is cog@greatbardfield.essex.sch.uk. The Chair of Governors will respond to emails and concerns within the time parameters of the normal school day and school week.
4. The next step in the process is to follow our formal complaints procedure as outlined on the school website.

Do please bear in mind that we do the very best job that we can but it is impossible to get things right all of the time and to meet everyone's expectations. However, to reassure all of our parents, we do try our absolute best as a Governing Body and as a Learning team to do just that. We are not a complacent school rather a community which is constantly

striving to get better. We are here to listen to you if you have a concern. We will take it seriously and solve it to the best of our ability but such concerns must be put forward as outlined in above.

Inappropriate use of Social Network Sites

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/pupils. The Governors of Great Bardfield Primary School considers the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, the Headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil or parent/carer of a child/ren being educated in the Great Bardfield Primary 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 or pupil removes such comments immediately.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly is the issue of cyber bullying and the use 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. Thankfully such incidents are extremely rare.

GREAT BARDFIELD PRIMARY SCHOOL

POLICY ON MANAGING AGGRESSIVE BEHAVIOUR FROM PARENTS AND VISITORS TO OUR SCHOOL

Statement of principles

The governing body of Great Bardfield Primary School encourages close links with parents and the community. It believes that pupils benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal and or physical abuse towards members of school staff or the wider school community.

The governing body expects and requires its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self-defence.

We expect parents and other visitors to behave in a reasonable way towards members of school staff. This policy outlines the steps that will be taken where behaviour is unacceptable.

Types of behaviour that are considered serious and unacceptable and will not be tolerated:

- shouting at members of the school staff, either in person or over the telephone;
- physically intimidating a member of staff, e.g. standing very close to her/him;
- the use of aggressive hand gestures;
- threatening behaviour;
- shaking or holding a fist towards another person;
- swearing;
- pushing;
- hitting, e.g., slapping, punching and kicking;
- spitting;
- breaching the school's security procedures.

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

Unacceptable behaviour may result in the local authority and the police being informed of the incident.

Procedure to be followed

If a parent/carer behaves in an unacceptable way towards a member of the school community, the head teacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school will complete an incident report. Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent or carer may be banned by the head teacher from the school premises for a period of time, subject to review.

In imposing a ban the following steps will be taken:

1. The parent/carer will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that police involvement or an injunction application may follow.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the local authority and the police will be included.
3. The chair of governors/LA will be informed of the ban.
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

Conclusion

The local authority itself may take action where behaviour is unacceptable or there are serious breaches of our home-school code of conduct or health and safety legislation.

In implementing this policy, the school will, as appropriate, seek advice from the Local Authority's education, health and safety and legal departments, to ensure fairness and consistency.

This Policy will be reviewed annually.

Signed

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Headteacher

Date

September 2019

