Parent and Carers Code of Conduct

Ephesians 4:2: Be completely humble and gentle; be patient, bearing with one another in love.

Introduction

We are very fortunate to have a supportive and friendly parent body across our schools and Trust. Our parents recognise that educating children is a process that involves partnership between parents, class teachers and the school community. As a partnership, our parents/carers 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.

Purpose and Scope

The purpose of this policy is to provide a reminder to all parents, carers and visitors to our school about the expected conduct when engaging with anyone within the School Community in person, either on or off site, or through any other means (e.g. emails and/or social media). This is so we can continue to flourish progress and achieve in an atmosphere of mutual understanding.

Guidance

We expect parents, carers and visitors to:

- Respect the caring ethos and values 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 dignity therefore set a good example in their own speech and behaviour.
- Use social media and associated messenger services for appropriate and respectful communication regarding the school, staff and families.
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue.
- Correct own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour that could bring the school into disrepute.

- Approach the school to help resolve any issues of concern.
- Avoid using staff as threats to admonish children's behaviour.

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.
- Using loud/or offensive language, swearing, cursing, using racist, homophobic language or appearing intimidating or aggressive. Racist, homophobic or otherwise illegal language will be reported to the relevant authorities.
- Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent/carer or student regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying school property.
- Abusive 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 students/parent/staff, at the school on social media or messenger services. (See Appendix 1).

Any concerns you may have about the school should be made following the schools' 'Raising a concern' protocol found on the parent pages of the school's website Parents and Community | Ruskington Chestnut Street CofE Primary Academy.

Appendix 2. It is essential that all concerns are made following this process so that so they can be dealt with fairly, appropriately and effectively for all concerned.

- The use of physical aggression towards another adult or child.
- 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, including the Police, and if necessary, even ban the offending adult from entering the school grounds (*see LAAT Harassment, Persistent and Vexatious Complaints Policy of staff including aggressive behaviour from parents/carers and visitors to the school).*

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.

We ask that all interactions, in line with our Parent Code of Conduct, with the school, are positive, respectful and polite, recognising the professionalism and dedication of the staff. We will not tolerate any form of verbal or physical abuse or aggression

Appendix 1:

Use of Social Media

When used positively, social media can be a force for good and can be a highly effective way of communication between a school and its community.

However, inappropriate use of social media, such as posting slanderous material about the school or individual members of staff will be treated with utmost seriousness.

Websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/students.

The Trust 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 following the school's guidance on *How to Raise A Concern* so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any student or parent/carer of a child/ren being educated in the school is found to be posting libellous or defamatory comments on social media sites or associated messenger services, 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 and Trust will also expect that any parent/carer or student 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. We would expect that parents would make all persons responsible for collecting children aware of this policy.

Appendix 2:

Care. Believe. Grow

What shall we say the kingdom of God is like, it is like a mustard seed, which is the smallest of all seeds on earth. Yet when planted, it grows and becomes the largest of all garden plants, with such big branches that the birds can perch in its shade. Mark 4:30-32

We are a happy school, striving to create a positive climate for children and families. We may not get it right 100% of the time but we try to. Please do not gossip or be unkind about us or any child on the playground or on social media – come and talk to us about it.

Raising a concern in our school

Although we work very hard as a school, there are times when you may wish to raise a question or concern. Our aim is to resolve all concerns quickly and sympathetically. So that we can deal with this in the most effective way, we have a protocol, across all schools in our Trust, which we would ask that all parents follow.

- We would respectfully ask that you do not email the Executive Headteacher or Head of School directly as it is possible that your email will not be seen for some time, due to their schedule.
- Please do not email teachers directly; they are busy teaching and may not see your email during the course of the day.

Instead, please follow this protocol, also detailed on the school website, under the Parent and Community page

1. If the issue is regarding a Teaching and Learning aspect of your child's provision, please arrange to meet with the class teacher, at a time which is mutually convenient, by contacting the school office either by telephone 01526 832424 or email enqiries@chestnutstreet.laat.co.uk stating your specific query, giving a reasonable time for the teacher to respond, given their teaching commitments. They will commit to responding within 24hours.
2. **If the issue is regarding the Safeguarding of your child or another child, then please ask to speak to Mr Trafford (Designated Safeguarding Lead) or Mr Doud (Deputy Designated Safeguarding Lead) and this will be prioritised.**
3. After meeting with the class teacher, please allow a reasonable time for your issue to be resolved. It may be that the teacher wishes to speak to a colleague, your child or other children.
4. If, after point 1 and 3, you are still not satisfied with the outcome, please contact the school office and request a meeting with Mr Doud, Head of School, at a time which is mutually convenient.
5. If, after point 1, 3, 4, you remain unsatisfied, then please contact the school office to request an appointment or telephone call with Mr Trafford, Executive Headteacher, at a time which is mutually convenient.

6. If, after speaking with the Executive Headteacher , you remain unsatisfied, then please follow the Trust's complaints procedure which can be viewed here https://thelaat.co.uk/policy-documents/ or ask for a paper copy from the school office.

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