



PARENT/CARER/VISITOR CODE OF CONDUCT

September 2023

Article 3 (best interests of the child) The best interests of the child must be a top priority in all decisions and actions that affect children.

Version Control

| Version | Date | Notes / Changes made | Author(s) |
|---------|----------------|----------------------|---------------------------|
| 1 | September 2023 | Original Policy | J De Saulles J Handley |

Introduction

At Howard Primary School, we value our strong relationships with parents, carers and all members of the school community. Such strong relationships enable us achieve the very best for our children in a mutually supportive partnership between parents and carers, class teachers and the whole school community.

As a partnership, our parents understand the importance of a good working relationship to equip their children with the necessary skills for adulthood. For these reasons we continually welcome and encourage parents and carers to participate fully in the life of our school.

To truly create the best outcomes for children it requires the relationship between home and school to be based on the principles of care, integrity, trust and mutual respect. The maintenance of this relationship is important to ensure that a child is safe (please read our Safeguarding Policy) and not open to undue distress and anxiety.

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

Expectations

As well as adhering to the expectations set out in our Home-School Agreement, and holding the above in mind, we expect parents, carers and visitors to:

- Treat all members of our school community (i.e children, staff, governors, visitors, other parents and carers) with respect and courtesy and therefore set a good example in their own speech and behaviour.
- Treat everyone as you would want to be treated yourself
- Think before you speak
- Ensure that any approach to school staff for help in resolving issues of concern relating to their child is done in an appropriate manner: parent's first point of contact will usually be with their child's class teacher.
- Ensure that any disagreement with any persons which is not related to Howard Primary School or their child is resolved off school premises so any discussion, conflict or attempt at resolution does not negatively impact the children and school community
- Understand that both teachers and parents need to work together for the benefit of their children.
- Work with the school to clarify a child's version of events in order to bring about a peaceful and appropriate solution to an issue.
- Correct their own child's actions especially where it could otherwise lead to conflict, aggressive or unsafe behaviour – both on and off school premises.

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

- Using loud or offensive language, swearing, cursing or displaying bad temper anywhere on school premises.
- Disruptive behaviour which interferes with 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 whole school events.
- Threatening, in any way, a member of school staff, local advisor, visitor, fellow parent, carer or pupil
- Damaging or destroying school property.
- Any inappropriate behaviour on the school premises.
- Abusive or threatening voicemail, phone calls, email, text or any other written or verbal communication.
- 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 and/or parent, in order to discuss / chastise them regarding an incident that may have taken place during school, (such an approach to a child/parent may be seen to be an assault and may have legal consequences).
- Smoking (traditional or electronic cigarettes), taking illegal drugs or the consumption of alcohol on the school premises. (Alcohol may only be consumed during authorised events).
- Dogs being brought onto school premises other than guide dogs and pre-arranged therapy dogs..
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/carers/staff at the school on Facebook or other social networking sites. (See Appendix 1)

Should **any** of the above behaviour occur, the school may feel it is necessary to contact the appropriate authorities and, if necessary, even ban the offending adult from entering the school grounds.

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

Links to other policies and documents

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

- Safeguarding and Child Protection policy
- Promoting Positive Behaviour policy
- Managing Aggressive Behaviour from Parents/Carers and Visitors
- Home School Agreement

Policy Monitoring and Review

This policy will be reviewed every three years, or sooner, if necessary.

Appendix 1

Inappropriate use of Social Network Site

Social media websites are being used increasingly to fuel campaigns, online petitions and complaints against schools, Head teachers, school staff, and in some cases other parents/pupils. Howard 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, a member of the Leadership Team or the Governing Body, (in accordance with our complaints procedure), so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil / parent or carer of a child/ren being educated at Howard Primary School is found to be posting libellous or defamatory comments on Facebook or any 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.

We also ask that WhatsApp groups, (or other messaging services), remain respectful of all members of the school community, adults and children. It is advisable to always ensure that sources of information used in WhatsApp groups remain factual and if in doubt always check with the school as the direct source of information.

We would expect that parents and carers would make all persons responsible for collecting children aware of this policy.