Priestsic Primary and Nursery School

Parents, Carers and Visitors Code of Conduct Policy

Aspire Believe Achieve

We believe children, parents, carers, visitors and staff are entitled to a safe environment and that all members of the school community should treat each other with respect.

At Priestsic Primary and Nursery School, we recognise that the education of our children is a partnership between members of the whole school community. We value strong relationships and endeavour to work closely with parents and carers so that all children flourish and reach their full potential.

To truly create the best outcomes for children 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 all children are safe and not open to undue distress and anxiety.

We warmly welcome parents, carers and visitors into school for a wide variety of activities and actively encourage participation in the full life of school. We value the contribution that parents, carers and visitors make to school life and the positive influence they have on all children.

We expect our school community to respect our school ethos, our building and to set a good example of their own behaviour on school premises.

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).

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. 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 occur, please contact your child's teacher/the Phase Leaders /the Deputy Headteachers or the Headteacher, who will be available to meet with you and go through the issue and hopefully resolve it.

Where issues remain unresolved, please follow the school's complaints procedure. This is available on the school website or a copy can be requested from the school office. This code of conduct aims to help the school work together with parents by setting guidelines on appropriate behaviour.

Parent/Carer/Visitor expectations of school

Parents, carers and visitors can expect an open and mutually respectful relationship with school and should a concern arise, it will be taken seriously and dealt with in a timely and courteous manner by all members of staff in line with existing school policies.

School expectations of Parents, Carers and Visitors

- To act in accordance with this code of conduct at all times
- That adults set a good example to children at all times, showing them how to get along with all members of the school and the wider community
- Support and reflect the school's ethos and values through their behaviour
- That no children, parents, carers or staff members are the victims of abusive behaviour or threats from other adults on the school site
- That school staff are approached to help resolve issues
- 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
- Work respectfully with staff member to resolve any issues of concern

- Avoid approaching other parents in an attempt to resolve issues (either on school premises or within the community), and instead come into school and speak to the appropriate member of staff
- To manage their own child's behaviour in public, especially where it could lead to conflict, aggressive behaviour or unsafe behaviour
- That school staff and parents/carers need to work together for the benefit of their children
- Respect the school's property and environment by keeping it clean and tidy
- Dress in an appropriate manner when on the school premises and attending school events. Be mindful of setting a good example to pupils
- That the school site is smoke free – this includes e-cigarettes/vapes
- That dogs are not brought onto the school site (other than guide dogs)

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

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, office or other area of the school site
- Using loud or offensive language, swearing, cursing or displaying temper
- When speaking with a staff member or any other member of the school community whether in person, on the telephone or by any other means of communication it is entirely inappropriate to raise your voice, invade their personal space, use language that is disrespectful, rude, offensive, aggressive or threatening
- Any kind of racist or discriminatory comment or action
- The use of physical aggression, verbal or written aggression towards another adult or child. This includes physical punishment of your own child on school premises
- Threatening to cause actual bodily harm to any member of the school community
- 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 as an assault on that child and may have legal consequences
- Threats of posting negative comments on social media
- Defamatory, offensive or derogatory comments regarding the school or any or the pupils/staff/governors at the school on Facebook or other social media sites
- Damaging or destroying school property
- Abusive, persistent or threatening emails/class dojo messages/ text/voicemail/phone messages or any other written communication
- Breaching school security procedures, e.g. entering school gates without using the intercom system when another parent/carer/visitor is entering or leaving
- Attempts to gain entry to any parts of school in disregard of procedure or without permission or appropriate supervision.
- Smoking, or consuming alcohol or drugs whilst on the school site
- Bringing dogs onto the school site (other than guide dogs)
- Demands for meetings at unreasonable times and/or unreasonable length , without prior notice
- Frequent or repetitive meetings about an issue that has already been dealt with
- If, during meetings, staff members feel that parents/carers/visitors are intimidating or rude, then subsequent meetings will only be held with a Senior Leader present.

Inappropriate use of Social Network Sites

The use of social network sites to share defamatory, offensive or derogatory comments regarding the school or any of the pupils, staff or parents, carers and visitors is not acceptable 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 Phase Leaders, the Deputy Headteachers, the Headteacher or the Chair of Governors so that they can be dealt with fairly, appropriately and effectively for all concerned. If you believe further action is required, please refer to our Complaints Policy on the school website.

In the event that any parent, carer, visitor or pupil is found to be posting libellous or defamatory comments online 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. Our school also expects that any parent/carer or pupil removes such comments immediately. In serious cases school will also consider legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly, is the issue of cyberbullying and the use by a child or a parent with the intention to publicly humiliate another by inappropriate social network entry. This will be dealt with this as a serious incident of school bullying.

'Think before you post' We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents or children.

We take very seriously inappropriate use of social media by a parent /carer/visitor to publicly humiliate or criticise another parent/carer/visitor, member of staff or child. The school will also expect that any parent/carer 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.

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 libellous 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

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

What happens if someone ignores or breaks the code of conduct?

If the school suspects, or becomes aware, that a parent/carer/visitor has breached the code of conduct, the school will gather information from those involved and speak to the parent/carer/visitor about the incident.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent/carer/visitor
- Invite the parent/carer/visitor in to school to meet with a senior member of staff, Deputy Headteachers or the Headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the local authority's legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent/carer/visitor from the school site

The school will always respond to an incident in a proportionate way. The final decision for how to respond to breaches of the code of conduct rests with the Headteacher.

The Headteacher will consult the chair of governors before banning a parent/carer/visitor from the school site.

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

Parents, carers and visitors have been granted permission by the school to be on the school site.

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

In the event of abusive or threatening behaviour, the school may ban parents / carers /visitors from entering the site.

The police may be called to assist in removing the person concerned.
School is not responsible for organising arrangements for children in the above circumstances. Parents or carers will need to provide alternative arrangements for bringing children into school and collecting them from school.
We would expect that parents and carers would make all persons responsible for collecting children aware of this policy.

To be reviewed July 2025