



Parental Code of Conduct

Effective from June 2022



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Summerlea C P School – Parental Code of Conduct

Introduction

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, 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.

It is very important that the school should aim to maintain positive relationships with parents at all times so that children see a strong and supportive approach by both home and school. Where there are any concerns that this relationship is not working, a child's class teacher will seek ways of improving this in the first instance. Should this be unsuccessful, it will be raised with the parents by the Headteacher. This may also involve discussions about unhelpful or distressing comments made on social networking sites.

In relation to behaviour of parents towards any member of staff, governors or volunteers, the school will not tolerate any instances of:

- bad language
- bullying
- threatening and aggressive behaviour
- verbal abuse
- physical abuse
- racist or sexist comments
- malicious gossip
- using social networking sites to single out individuals or to distribute untruthful, defamatory or malicious information or comments

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. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding. This policy is necessary to support the well-being of the entire school community. It sets out to explain what behaviour is expected from parents and what parents can expect to receive in return. It clearly states what procedures will be taken in the event that parents break this code of conduct. This does not prevent parents from making a complaint and expecting their complaint to be dealt with fairly and in an unbiased way. (See complaints procedure).

It is issued in support of the behaviour policy, the anti-bullying policy, the staff code of conduct and the governor's code of conduct.

This policy is non-discriminatory. It will reflect the expectation that all members of the school community behave in a way that demonstrates our Summerlea 7 (Honesty, Equality, Aspiration, Respect, Resilience, Trust). All community members deserve nothing less.

Guidance

We expect parents, carers and visitors to:



Respect the caring ethos and values of our school (The Summerlea 7 - Honesty, Equality, Aspiration, Resilience, Respect, Responsibility, Trust).

Understand that both staff 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 and behaviour both on the school premises and when in the vicinity so as to maintain good relations with our neighbours.

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.

Approach the school to help resolve any issues of concern in the first instance.

Avoid using staff as threats to admonish children's behaviour.

Complaints

If you have a complaint of any kind, please refer to the complaints procedure. The procedure sets out the steps to take to resolve any issues quickly and fairly. We have found that most things can be dealt with swiftly and effectively through this procedure.

A serial complaint occurs when a person continues to make the same complaint even if the complaint has been through all steps of the complaints procedure, up to stage 4. Once a complaint has reached stage 4, it is deemed to have been dealt with by the school and no further correspondence will be entered into by the school. However, if a different complaint is made by the same person this will be dealt with as a new complaint and the procedure will apply.

Malicious complaints can be extremely destructive. Therefore, complaints that are deemed malicious will be dealt with swiftly. A malicious complaint is one that is deemed to be one that is deliberately made to cause distress and may be dealt with under the Malicious Communications Act.

What is considered before we decide to stop responding to a persistent complaint?

The DfE says schools should be able to say yes to all of the following questions before deciding to stop responding to a complaint:

Has the school taken every reasonable step to address the complainant's needs?

Has the complainant been given a clear statement of the school's position and their options (if any)?

Is the complainant contacting the school repeatedly but making substantially the same points each time?

The Department for Education advice adds that the case is stronger if:

The school has reason to believe the individual is contacting it with the intention of causing disruption or inconvenience – has the complainant actually said as much in a letter, email or telephone call?



The complainant's letters/emails/telephone calls are often or always abusive or aggressive

The complainant makes insulting personal comments about or threats towards staff

If the school feels this is the case, they have the right to:

Limit the contact the person has with the school

Provide an e-mail address that any correspondence should be sent to by the person

Provide a time and date for any phone calls or contact with the school

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 profane language or displaying temper.

Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent/carers 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 Facebook or other social sites. (See Appendix 1). Any concerns you may have about the school must be made through the appropriate channels by speaking to the class teacher, 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.

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.

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, even ban the offending adult from entering the school grounds. 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.

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/students. The Governors 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 student or parent/carer of a child/ren being educated in the 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 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 1: Model letter

Dear (parent name)

I have received a report about your conduct on (enter date and time).

[Add summary of the incident and of its effect on staff, students, other parents.]

We believe staff, parents and children are entitled to a safe and protective environment in which to work. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the school. I must inform you that our school will not tolerate conduct of this nature on its premises and will act to defend its staff and students.

I am therefore informing you that should the school staff have any further concerns about your behaviour formal procedures will be followed.

Yours sincerely

Headteacher



Appendix 2: Model letter follow up

Dear (parent name)

I have received a report about your conduct on (enter date and time).

[Add summary of the incident and of its effect on staff, students, other parents.]

We believe staff, parents and children are entitled to a safe and protective environment in which to work. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the school. I must inform you that our school and the local authority will not tolerate conduct of this nature on its premises and will act to defend its staff and students.

The Head teacher has already contacted you on _____. On the advice of the Head teacher I am therefore informing you that should the school staff have any further concerns about your behaviour you will be asked not to enter the premises and you could be prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500

Yours sincerely
Chair of Governors



Appendix 3: Model letter

Dear [parent name]

I have received a report from the Headteacher about your conduct on (enter date and time).

[Add summary of the incident and of its effect on staff, students, other parents.]

I must inform you that our school and the local authority will not tolerate conduct of this nature on its premises and will act to defend its staff and students. On the advice of the Head teacher I am therefore instructing that (for a temporary period) you are not to reappear on the premises of the School. If you do not comply with this instruction I shall arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

The withdrawal of permission for you to enter the school premises takes effect straightaway. However, I still need to decide whether it is appropriate to confirm this decision. Before I do so, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received from the Head teacher. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct. To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by (state date ten working days from the date of letter).

If on receipt of your comments I consider that my decision should be confirmed, you will be supplied with details of how to pursue a review of the circumstances of your case.

Yours sincerely

Chair of Governors



This policy was approved by the Governing Body of Summerlea Community Primary School

in:June 2022.....

Signature of Chair of Governors:


Signature of Headteacher:




Policy Review Form

Please complete this section when reviewing and updating this document.

Author	Name Bev Crowter	Date June 2018
Reviews	Name Karla Strong Karla Strong	Review Period: 2 years June 2020 April 2022
Information Source	Name	Date
Change Control	Sections Amended Additional reference to conduct within the school vicinity. Addition of 'aggressive behavior', 'defamatory' and 'first instance'.	Author & Date Karla Strong – June 2022