



Policy Title: Parent/Carer Code of Conduct

Policy Folder: Pastoral

Created: April 2018

Reviewed: May 2021

Next Review: May 2024

Led By: Chair of Governors/Headteacher

Responsible Committee: Finance, Pupils & Resources Committee

## **CODE OF CONDUCT FOR PARENTS, CARERS & VISITORS**

### **INTRODUCTION**

This Code of Conduct has been sanctioned by governors and is an unsigned agreement between the parent, carer and visitor and Lantern Lane Primary & Nursery School.

We value every member of the school community and aim to provide an environment that nurtures Confidence, Achievement, Respect and Enthusiasm (C.A.R.E.) in all aspects of life. We all work together to provide a happy, safe and secure school in which we encourage all children to set their sights high, to make the most of their talents and to celebrate differences. We work hard to create challenging and fun learning opportunities that enable everyone to be confident and responsible members of the society in which we live. The staff and governors are committed to maintaining the strong and supportive partnership between pupils, parents, carers, teachers and the wider community.

At Lantern Lane Primary & Nursery School we believe it is essential to provide the very best learning experiences matched to the best learning environment. The learning experiences we provide enable children to do this as well as encouraging initiative, independence and the habit of learning. We also believe that the most successful learning takes place when all those in contact with the child are working together in partnership.

The governors of Lantern Lane Primary & Nursery School encourage close links with parents and the community. As a partnership we are all aware of the importance of good working relationships and all recognise the importance of these relationships to equip our children with the necessary skills for their education. For these reasons we will continue to welcome and encourage parents and carers to participate fully in the life of our school.

We believe that children benefit when the relationship between home and school is a positive one. The vast majority of parents, carers and others visiting the school are keen to engage with us and are supportive of the school.

### **STATEMENT OF INTENT**

The purpose of this code of conduct is to provide details of the expectation of the conduct of all parents, carers and visitors connected to our school.

The governors of Lantern Lane Primary & Nursery School expect its staff to behave professionally and to attempt to defuse any difficult situations where possible, seeking the involvement, as appropriate, of other colleagues. All staff have the right to work without fear of violence and abuse and the right, in extreme cases, of appropriate self-defence.

Likewise, the governors expect parents/carers and other visitors to behave in a reasonable way, respecting our school ethos, keeping our school tidy, setting a good example of their own behaviour both on the school premises and when accompanying classes on school trips. In

addition, we also expect them to keep our children safe by adhering to the school's requests to park safely during morning and afternoon drop off and pick up times.

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 may have a negative impact on our relationships. Where issues arise, or misconceptions take place, please contact your **child's teacher initially, or** the headteacher, **if necessary**, 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 aims to clarify the types of behaviour that will not be tolerated from any in our school community and seeks parental agreement to these expectations.

The code of conduct also sets out the actions the school can take should this code be ignored or where breaches occur.

### **BEHAVIOUR NOT TOLERATED**

- Disruptive behaviour which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises.
- Any inappropriate behaviour on the school premises.
- Using loud or offensive language or displaying temper either in person or on the telephone.
- Threatening in any way, a member of staff, visitor, fellow parent/carer or child.
- Damaging or destroying school property.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the school community.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff/governors at the school on Facebook or other sites (see also Use of Social Media below)
- The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of your own child on school premises.
- Racist, sexist or homophobic comments to an 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, taking illegal drugs or the consumption of alcohol on school premises. (Alcohol may only be consumed during authorised events)
- Dogs being brought on to the school premises. (other than guide dogs)
- Breaking the school's security procedures

### **USE OF SOCIAL MEDIA**

Most people take part in online activities and social media. It's fun, interesting and keeps us connected.

Within these **forums**, however, we ask that parents, carers and visitors use common sense when discussing school life online.

### **THINK BEFORE YOU POST:**

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 to publicly humiliate or criticise another parent, member of staff or child.

If a parent has concerns about their child in relation to the school, they should:

- Initially, contact the class teacher
- If the concern remains, they should contact the headteacher
- If still unresolved, the school governors through the complaints procedure

Social media should not be used as a medium to air any concerns or grievances.

### **ONLINE ACTIVITY CONSIDERED INAPPROPRIATE:**

The following online activity is considered inappropriate **and may put a child at risk of harm:**

- Identifying or posting images/videos of other people's children without their consent
- Abusive or personal comments about staff, governors, children or other parents
- Bringing the school in to 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.

### **WHAT HAPPENS IF SOMEONE IGNORES OR BREAKS THIS CODE?**

Should a parent or member of the public behave in an unacceptable way, the headteacher or appropriate member of the senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedure will be followed.

Where all procedures have been exhausted, and unacceptable behaviour continues, or where there is an extreme act of violence, a person will be banned from the school premises by the headteacher for a period of time, which will be subject to review.

The person will be warned, in writing, that s/he is banned from the premises, subject to review, and what will happen if the ban is breached, eg that an injunction may follow. Where an assault has led to a ban, a statement indicating that the matter has been reported to Notts County Council , the Police and safeguarding authorities (if applicable) will be included. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

The school will expect anyone found to be posting inappropriate material on social media sites to remove the post. The person may be reported to the 'report abuse' section of that 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. In serious cases, the school will consider legal options to deal with the misuse of social networking and other sites.

### **CONCLUSION**

Together we will create a positive and uplifting environment not only for the children but for all those who work and visit our school.

Thank you for abiding by this code in our school.

