

School Parent/Carer Code of Conduct

Code of Conduct

In all our schools we value our strong relationship with parents and carers. Together this helps us achieve the very best for the children in a mutually supportive partnership between parents, staff and the 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 or carers to participate fully in the life of our school.

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 a child or children are safe (please read our safeguarding policy) and not open to undue distress and anxiety.

Guidance

With the above principles in mind, parents, carers and visitors are reminded:

- To respect the caring ethos and values of the school.
- That both teachers and parents need to work together for the benefit of their children.
- That approaching school staff for help to resolve an issue is done in an appropriate manner (see below).
- That all members of the school community are treated with respect using appropriate language and behaviour.

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

- Disruptive behaviour which interferes or threatens to interfere with any of the schools' operation or activities anywhere on the school premises.
- Any inappropriate behaviour on the school premises.
- Using loud or offensive language or displaying temper.
- Threatening, in any way, a member of school staff, visitor, fellow parent/carers or pupil.
- Damaging or destroying school property.

- Sending abusive or threatening e-mails or text/voicemail/phone messages or other written communications to anyone within the school community.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff, at the school on Facebook or other social sites. (See Appendix 1).
- The use of physical or verbal aggression towards another adult or child. This includes physical punishment against your own child on school premises.
- 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 school premises (other than guide dogs).

Should **any** of the above occur on school premises the school may feel it is necessary to take action by contacting the appropriate authorities and/or sadly, consider banning the offending adult from entering the school premises.

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

Note: Can parents please ensure they make all persons responsible for collecting their children aware of this policy.

Contacting the school about a concern or a worry

We hope that you will feel able to contact the school easily and quickly if you are concerned or worried about anything. It is of course very difficult for teachers to respond to you personally during the school day when they are teaching. It is also worth noting that, at drop off or pick up time, teachers and support staff will be very busy welcoming the children or seeing them off, so conversations with parents at this time will be brief.

Should you need to contact your child's teacher or other staff member please do so via the school office either by phone or by email.

If you have a concern that you feel is unresolved, please refer to our Complaints Policy.

APPENDIX 1

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 or pupils.

Coast Academies considers the use of social media websites being used in this way as unacceptable. Any concerns you may have about the school or your child/children must be made through the appropriate channels by speaking to the class teacher, senior staff or by following the complaints policy where they will be dealt with fairly, appropriately and effectively for all concerned.

Libellous or Defamatory posts -- In the event that any pupil or parent/carer of a child/children at a Coast Academies 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 pupil removes such comments immediately.

Cyber Bullying – we take very seriously the use of cyber bullying 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. Please see our Behaviour and Antibullying Policy for more detail.

**Parent Abuse
Risk Assessment**

Hazard	Risk Likelihood	Action taken	Remaining Risk
Confrontational parent causes stress or anxiety to staff member either in a meeting or on the phone	High	<ul style="list-style-type: none"> • Clear code for parent conduct in place • Staff are clear that they should de-escalate situations where possible but otherwise should politely end the conversation, ask the parent to leave and refer the situation to a senior staff member • CCTV in place with warning signs 	Med
Confrontational parent causes distress or anxiety to other parents or children or interferes with the operation of the school day in a public area	High	<ul style="list-style-type: none"> • Clear code for parent conduct in place • Staff clear that they should ask parent to move to a more appropriate space if the situation is still manageable. Another staff member should be requested at this stage. If not thought that parent would calm, point 2 above should be followed • CCTV in place with warning signs • Staff should carry radios if on the school gate or patrolling at drop off or pick up times 	Med
Parent refuses to leave the site	Low	<ul style="list-style-type: none"> • Clear code for parent conduct in place • Senior staff member to be called • De-escalation strategies should be utilised including allowing the parent to take their child home (provided there is no safeguarding concern) • If the parent is preventing the operation of the school in some way consider calling the police • CCTV in place with warning signs 	Low

Parent or visitor displays threatening physical behaviour causing others to feel unsafe	Med	<ul style="list-style-type: none"> • Staff should try to de-escalate the situation • Additional staff should be sent for urgently • Call 999 if situation continues and the safety of those present is at risk • CCTV in place with warning signs • Staff should carry radios if patrolling at drop off or pick up times 	Med
Staff abused/threatened at reception desk	Med	<ul style="list-style-type: none"> • Clear code for parent conduct in place • Secure initial reception entry areas in place allowing office staff to prevent entry • CCTV in place with warning signs 	Low

Emergency Action Plan

- Send for additional staff
- Dial 999 if the safety of those present is at risk

APPENDIX 2

MODEL LETTERS WITHDRAWING OR REINSTATING PERMISSION TO BE ON SCHOOL PREMISES

Letter 1(a): Initial letter to a parent.

To be sent by the Headteacher or CEO

RECORDED DELIVERY

Dear

I am writing / I have received a report from the headteacher at (insert name) School about your conduct on (enter date and time).

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

I must inform you that the *School / Local Education Authority* will not tolerate conduct of this nature on its premises and will act to defend its staff and pupils. *On behalf of the governing body / On the advice of the headteacher* 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 206 of the Education Act 2002. If convicted under this section, you are liable to a fine of up to £500.

In the case of a primary school include: For the duration of this decision you may bring your

son(s)/daughter(s) (complete as appropriate) to school and collect them/him/her (delete as appropriate) at the end of the school day, but you must not go beyond the school gate.

(In the case of infant children, also insert) Arrangements have been made for your (delete as appropriate) son(s)/daughter(s) (insert child/rens names) to be collected, and returned to you, at the school gate by a member of the school's staff.

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 *this letter / the report which I have received from the headteacher*. 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,

Headteacher / Area Education Manager

Letter 1(b): Initial letter to non-parent/member of the public.

To be sent by the Headteacher or Area Education Manager (and amended accordingly)

RECORDED DELIVERY

Dear

I am writing / I have received a report from the headteacher at (insert name) School about your conduct on (enter date and time).

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

I must inform you that the *school / Local Education Authority* will not tolerate conduct of this nature on its premises and will act to defend its staff and pupils. *On behalf of the Governing Body / On the advice of the headteacher* I am therefore instructing that 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 206 of the Education Act 2002. If convicted, you are liable to a fine of up to £500.

Yours sincerely,

Headteacher / Area Education Manager

Letter 2: Follow up letter to a parent

To be sent by the Headteacher or Area Education Manager (and amended accordingly)

RECORDED DELIVERY

Dear

On (give date) I wrote to you informing you that *on behalf of the governing body / on the advice of the headteacher* I had withdrawn permission for you to come onto the premises of (insert name) School. To enable the *school / Local Education Authority* to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by (give date).

I have not received a written response from you / I have now received a letter from you dated (insert date), the contents of which I have noted. (delete either sentence as appropriate).

In the circumstances, and after further consideration, I have determined that the decision to withdraw permission for you to come onto school premises should be confirmed. I am therefore instructing that until further notice you are not to come onto the premises of the school *without my / the headteacher's* prior knowledge and approval. If you do not comply with this instruction I shall arrange for you to be removed from the premises and prosecuted under section 206 of the Education Act 2002. If convicted, you are liable to a fine of up to £500.

Notwithstanding this decision the school remains committed to the education of your child / children (delete as appropriate), who must continue to attend school as normal (insert in the case of a primary school): under arrangements set out in my previous letter.

I / The Authority will take steps to review the continuance of this decision on (give date). When deciding whether it is necessary to extend the withdrawal of permission to come onto the school's premises, *I / the Authority* will take into account the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you and any evidence of your co-operation with the school in other respects.

[Include where the parent wishes to complain against the decision to ban]

Finally, I would advise you that I have arranged for your complaint to be considered under the School's General Complaints Procedure (details of which are included). You will be contacted about this in due course.

Yours sincerely,

Headteacher / Area Education Manager

RECORDED DELIVERY

Dear

I wrote to you on (give date) withdrawing permission for you to come onto the premises of (insert name) School until further notice. In that letter I also advised you that I would take steps to review this decision on (give date).

I have now completed the review and have determined that it is not yet appropriate for me to withdraw my decision. (Give a brief summary of reasons).

I therefore advise that the instruction that you are not to come onto the premises of the school without *my / the headteacher's* prior knowledge and approval remains in place until further notice.

I shall undertake a further review of this decision on (give date).

[If the letter is from the headteacher] If you are dissatisfied with this decision, you have a right to complain to the local education authority.

Yours sincerely,

Letter 3 (b): Lifting a Temporary Ban

To be sent by the Headteacher or Area Education Manager (and amended accordingly)

RECORDED DELIVERY

Dear

On (insert date) I wrote to you informing you that I had temporarily withdrawn permission for you to come onto the premises of (insert name) School. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to let me have your written comments on this incident by (insert date).

I have not received a written response from you / I have now a received a letter from you dated (insert date), the contents of which I have noted. (delete either sentence as appropriate).

In the circumstances, I have decided that it is not necessary to confirm the decision, and I am therefore restoring to you the permission to come onto the school premises, with immediate effect.

Nevertheless, I remain very concerned at the incident which occurred on (insert date), and I must warn you that if there is any repetition of your behaviour on that occasion, I shall not hesitate to withdraw permission for you to come onto the premises again.

Yours sincerely,

Headteacher / Area Education Manager

Letter 4: Terminating the Ban after Review

To be sent by the Headteacher or Area Education Manager (and amended accordingly)

RECORDED DELIVERY

Dear

I wrote to you on (give date) informing you that I had withdrawn permission for you to come onto the premises of (insert name) School until further notice. In that letter I also advised you that I would take steps to review this decision on (give date).

I have now completed the review and have decided that it is now appropriate to change that decision. I am therefore restoring to you the permission to come onto the school premises, with immediate effect.

I trust that you can now be relied upon to act in full co-operation with the school and that there will be no further difficulties of the kind which made it necessary for me to prevent you entering the premises. I should point out that if there is any repetition of your behaviour, I shall not hesitate to withdraw permission for you to come onto the premises again.

Yours sincerely,