

Policy/Document: Parent, Carer and Visitor Code of Conduct: Building the Belle Vue Community



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Changes made:

New document July 2023

July 2024 – Reviewed and added additional line on p4 regarding to further advice and support for the HT in decision making process

Parent, Carer & Visitor Code of Conduct: Building the Belle Vue Community

Introduction – Building the Belle Vue Community

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.

This Code of Conduct was devised in conjunction with our parent forum and members of staff.

1. Purpose and scope

At Belle Vue Primary School, we believe it's important to:

- Work in partnership with parents/carers to support their child's learning
- Create a safe, respectful and inclusive environment for students, staff and parents
- Be welcoming and supportive towards parents/carers and create an environment which enables them to speak and provide feedback
- Model appropriate behaviour for our students at all times

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 students (through our Behaviour Policy).

This code of conduct aims to help the school work together with parents by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a student
- Anyone caring for a child (such as grandparents or child-minders)
- Anyone representing the parent of a child.

A 'visitor' is anyone that comes on to site who doesn't have parental responsibility.

2. Our expectations of parents, carers and visitors

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school
- Work together with staff in the best interests of our pupils
- Maintain reasonable expectations for staff response to general communications (five working days)
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful and reasonable solution to all issues
- Seek to clarify a child's version of events with the school's view via an additional independent member of staff in order to bring about a peaceful solution to any issue
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern, following up if an appropriate response has not been received.

3. Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language
- Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent or pupil, regardless of whether or not the behaviour constitutes a criminal offence
- Displaying a temper, or shouting at members of staff, students or other parents
- Use of defamatory, offensive or derogatory language based on someone's race, background, gender, ability or sexual orientation, their social, cultural or religious background or their family circumstances or age
- Damaging or destroying school property
- Sending abusive or threatening e-mails or text/voicemail/phone messages or other written communication
- Making unreasonable and/or repeated demands upon school staff to respond to a parental query, or expectations for staff to communicate outside of normal working hours
- The school does not permit electronic recordings of meetings or telephone calls by parents or staff without the explicit prior permission of all involved, and in agreement with senior staff.
- Making serial and unreasonable complaints (please see Complaints Policy)
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event) or Possessing or taking drugs (including legal highs)

Should any of the above behaviour occur on school premises, the school may take any of the following actions:

- Ending a meeting if this behaviour is displayed
- Not replying to communications that are offensive, abusive or derogatory
- Insist that the adult communicates with the school through a member/s of the Senior Leadership Team (SLT)
- Contact the appropriate authorities
- Consider banning the offending adult from entering the school grounds

We trust that parents, carers and visitors will assist our school with the implementation of this policy, and we thank you for your continuing support of the school.

4. Breaching the code of conduct

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

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

- Send a warning letter/text message to the parent
- Invite the parent into school to meet with a senior member of staff, the headteacher or in some cases a school Governor

- 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 from the school site

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

The Headteacher will always consult the Chair of Governors before banning a parent from the school site and will inform the Local Authority. The Headteacher may also request further advice from additional agencies and organisations (Police and Union Officials).