

Parent and Carer Code of Conduct

At St James C of E Primary School we believe it's important to work in partnership with parents to support their child's learning; create a safe, respectful and inclusive environment for pupils, staff and parents and for all members of the community to model appropriate behaviour, in line with our school values of Love, Unity, Respect and Courage.

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.

This Parent and Carer Code of Conduct aims to help the school work together with parents and carers by setting guidelines on appropriate behaviour.

We use the term 'parents and carers' to refer to:

- anyone with parental responsibility for a pupil
- anyone caring for a child (such as grandparents or child-minders)

Our expectations of parents and carers

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;
- treat all members of the school community with respect – setting a good example with speech and behaviour;
- seek a peaceful solution to all issues;
- 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.

Our Open Door Policy to discuss concerns

At St James, parents are encouraged to bring any concerns to school so that these can be addressed. If parents have any concerns about their child in relation to school as we have said above, they should:

- Initially contact the class teacher, who is the lead for their class in learning and pastoral support.
- If the concern remains they should contact the Headteacher, who will ask a member of the Senior Leadership team to investigate in the first instance.
- If still unresolved, the Headteacher may launch their own investigation into the concern.
- If still unresolved, the school governors will investigate through the complaints procedure, which can be found on the school website.

Please note: for all concerns regarding conduct of staff, parents and carers should always contact the Headteacher confidentially.

Parent and Carer behaviour

We understand that all parents want the best for their child and that it can be very emotional if their child is not enjoying school. However, this is not an excuse for parents or carers to respond in a disrespectful way to the school.

Unacceptable behaviour by parents and carers includes:

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches).
- Swearing, or using offensive language.
- Displaying a temper, or shouting at members of staff, pupils or other parents.
- Threatening another member of the school community.
- Sending abusive messages to another member of the school community, including via text, email or social media, which includes Whats App.
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms, which includes Whats App.
- 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).
- Possessing or taking drugs (including legal highs) on school premises.
- Bringing dogs onto the school premises (other than guide dogs).

Online activity which we consider inappropriate:

- Taking and/or posting images/videos of children at school events when asked not to by the school or without permission of other parents.
- Posting abusive or personal comments about staff, governors, children or other parents online and on social media platforms, which includes Whats App.
- Bringing the school in to disrepute by comments made online.
- 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.

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/carer about the incident.

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

- Send a warning letter to the parent.
- Invite the parent in to school to meet with a senior member of staff 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 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 consult the Chair of Governors before banning a parent from the school site.