



Parent, Carer and Visitor Code of Conduct

Audience:	Parents School staff Local Governing Bodies
Approved:	July 21
Other related policies:	Equality Scheme, Educational Visits, Health, Safety & Wellbeing, SMSC, Complaints Procedure, Behaviour Management, Anti-Bullying, Child Protection
Policy owner:	Debbie Gayler
Policy model:	SMFA
Review:	July 24
Version number:	2

Introduction

All pupils and members of staff have the right to work without fear of violence and abuse. This applies equally to parents, carers and other school visitors.

At Sir Martin Frobisher Academy, 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, staff and the school community. As a partnership, our parents 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.

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.

Guidance

As well as following the guidance set out in our Home-School Agreement, we expect parents, carers and visitors to:

- Respect the caring ethos of our school
- 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
- 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 including the use of bicycles or scooters on school grounds
- Approach the school to help resolve any issues of concern
- Avoid using staff as threats to admonish children's behaviour.

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
- Photograph or video pupils, other parents and visitors and members of staff without their permission
- 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/carer or pupil
- 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 pupils/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, the 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. 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 and consumption of alcohol or other drugs whilst on school property
- Dogs being brought on to school premises – ***This does not include guide dogs.***

Should **any** of the above behaviour occur on or around school premises the school may feel it is necessary to contact the appropriate authorities and if necessary, even ban the offending adult from entering all the school grounds.

Procedure to be followed

If a parent/carer behaves in an unacceptable way towards a member of the school community, the Head Teacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. It may be necessary for an incident form to be filled out by anyone witnessing or being on the receiving end of abusive behaviour.

If necessary, the school's complaints procedures should be followed. Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent or carer may be banned by the Head Teacher from the school premises for a period of time, subject to review.

In imposing a ban the following steps will be taken:

1. The parent/carer will be informed, in writing by the Headteacher/Chair of Governors or by meeting with the Head Teacher, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that police involvement or an injunction application may follow
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the local authority and the police will be included
3. The governors will be informed of the ban
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified by the Head Teacher.

Conclusion

The academy trust or local authority may take action where behaviour is unacceptable or there are serious breaches of our home-school code of conduct or health and safety legislation.

In implementing this policy, the school will, as appropriate, seek advice from REAch2 and/or the Local Authority's education, health and safety and legal departments, to ensure fairness and consistency.

We would expect that parents would make all persons responsible for collecting children aware of this policy.

Appendix I

Inappropriate use of Social Network Site

Social media is being used increasingly to fuel campaigns and complaints against schools, Head Teachers, school staff, and in some cases other parents/pupils. The Governors of Sir Martin Frobisher Academy considers the use of social media being used in this way as unacceptable and not in the best interests of the children or the whole academy community. Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, the Head Teacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned. The Governors also consider the use of mobile phones for the purpose of bullying or the sending of inappropriate messages and photos to pupils or other parents as a serious violation of Sir Martin Frobisher Academy and Nursery's ethos and will take appropriate action, including contacting the police, if necessary.

In the event that any pupil or parent/carer of a child/ren being educated in the Sir Martin Frobisher Academy setting 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.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites. Also in the case 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.

We would expect that parents would make all persons responsible for collecting children aware of this policy.