

# Elveden C of E Primary Academy



## Code of Conduct for Parents, Carers and Visitors

Elveden Academy is a nurturing, family community. We believe pupils learn best in a safe and supportive environment based on respect and trust and underpinned by an effective partnership between parents, staff and the school community. High standards of behaviour are required of pupils and staff are expected to act professionally at all times. The positive support of parents and carers is needed and highly valued by the school.

This 'Code of Conduct for Parents, Carers and Visitors' has been adopted and agreed by the school's governing body. It provides a reminder to all parents, carers and visitors to our school about the conduct expected of them. It sets out both what they should aim to do, and conduct which will not be tolerated. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding.

This code complements the school's 'Complaints Policy' and 'Procedures for Dealing with Allegations of Abuse against Teachers, Other Staff including supply Teachers & Volunteers' which is designed to handle parental and staff concerns or complaints in a sensitive and mutually supportive manner (see the school website for these documents).

### Expectations

We expect parents and carers (and, where appropriate, visitors) to:

- Respect the caring ethos and values of our school
- Work together with school staff for the benefit of their children
- Treat all members of the school community with respect using appropriate language and behaviour
- Approach the school to help resolve any issues of concern
- Where appropriate, clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue

- Promote good behaviour of your own children at all times, especially in public where it could otherwise lead to conflict, aggressive or unsafe behaviour (but avoid using teachers as a threat if your child misbehaves).

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

- Disruptive or other inappropriate behaviour which interferes or threatens to interfere with any of the school's operation or activities anywhere on the school premises
- Approaching another parent or child in order to discuss or chastise them because of an issue between the children, (Such an approach to a child may be seen to be an assault on that child and may have legal consequences) - please talk to a member of staff to resolve problems
- Using loud or offensive language or displaying temper, this includes shouting at staff members/other parents.
- Threatening, in any way, a member of school staff, visitor, fellow parent/carer or pupil
- Using physical or verbal aggression towards another adult or child, including physical punishment of your own child on school premises
- Any other behaviour, verbal or otherwise, which could be considered to be inappropriate, offensive, or abusive
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/carers/staff at the school on Facebook or other social media (See Appendix below)
- Damaging or destroying school property
- Smoking, taking illegal drugs or the consumption of alcohol on school premises (alcohol may only be consumed during authorised events)
- Taking photographs with phones or other devices on school premises without permission from the school.
- Sending abusive or threatening emails, text/voicemail/phone messages, or other written/video/audio communications to anyone within the school community.

If we are unable to resolve issues in a reasonable manner, the school may have to ban parents/carers/visitors from entering the school grounds, and in extreme cases we may need to involve the police.

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.

**We ask that parents and carers ensure they make all persons responsible for collecting their children aware of this policy.**

### **Appendix: Inappropriate use of social network sites**

Social media websites are being used increasingly to fuel campaigns and complaints against schools, head teachers, school staff, and in some cases other parents/pupils. The governors consider the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school 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.

### **Libellous or defamatory posts**

In the event that any student or parent/carer of a child being educated at the 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 student removes such comments immediately.

### **Cyber bullying**

We take very seriously the issue of cyber bullying by one child or a parent to publicly humiliate another by inappropriate social network entry. We will deal with this as a serious incident of school bullying. Thankfully such incidents are extremely rare.

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