

St Katherine's C of E Primary School



**Parent Code of Conduct Policy
January 2023**

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'Love your neighbour as yourself' (Gospel of Mark Chapter 12 verse 31)

Introduction

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.

Purpose and Scope

The purpose of this policy is to provide a reminder to all parents, carers and visitors to our school about expected conduct. This is so we can continue to flourish, progress in an atmosphere of mutual understanding.

In terms of staff responsibility, we train our staff to maintain polite communications with parents and visitors and to behave at all times as ambassadors for the school. If a member of staff is rude or aggressive to a parent or visitor this would then be dealt with in accordance with our school's disciplinary procedures.

Guidance

We expect parents, carers and visitors to:

- Respect the caring ethos and values of our school
- Understand that both teachers 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
- Understand that the school is in a residential road and should therefore park vehicles respectfully in the surrounding roads
- Seek to clarify anything their child tells them (about any of their peers) with the school, rather than approaching that child's parent
- Correct own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour
- Approach the school to help resolve any issues of concern

In order to support a peaceful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following conduct:

- 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
- 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 regardless of whether or not the behaviour constitutes a criminal offence
- Damaging or destroying school property
- Abusive or threatening emails or text/voicemail/phone messages or other written communication
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils / parents / staff, at the school on Facebook or other social sites. Any concerns you may have about the school must be made through the appropriate channels by speaking to the class teacher, Headteacher 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
- 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, or under the influence of alcohol or drugs, whilst on school property

Harassment

Harassment situations can arise where staff find themselves subjected to a pattern of persistent and unreasonable behaviour from individual parents which is not abusive or overtly aggressive but which can be perceived as intimidating and oppressive. In these circumstances staff may be faced with a barrage of constant demands or criticisms, which whilst not particularly taxing or serious when viewed in isolation, can have the cumulative effect over time of undermining their confidence, wellbeing and health. In extreme cases this can be an offence under the Protection from Harassment Act 1997 and the Police can take action. In less serious situations the parent(s) will be informed by the Headteacher or a member of the Senior Leadership Team (or in the case of the Headteacher the Chair of Governors) that their behaviour is unacceptable and that action may well be taken if it continues.

Abusive Telephone Calls

If a parent is shouting or threatening a member of staff down the telephone that member of staff should try to remain calm and ask the parent to stop shouting or threatening. If they do not stop then the member of staff should advise him/her that he/she intends to end the call and refer the matter to a senior member of staff (in the case of the Headteacher he/she will refer the matter to the Chair of Governors). Staff should not be expected to listen to aggressive and threatening comments on the phone.

Threatening Behaviour in Meetings

A member of staff should not meet with a parent alone if they have already been in receipt of a threatening phone call or email. If in a meeting a parent or visitor starts to raise their voice or make threatening or personal comments, the staff member should ask them to stop doing so. If the behaviour continues, the member of staff will advise the parent that he/she will terminate the meeting and then do so. He/she should then refer the matter to a more senior member of staff.

Threatening Emails or Letters

Any written threats made to members of staff by email or letter should be copied immediately to the Headteacher (or in the case of the Headteacher to the Chair of Governors). They may then be shared with our legal advisors who will advise us on possible next steps. Staff should not engage in heated written exchanges and should always endeavour to be polite and constructive in any written communication they send home to parents.

Respect for the School's Policies and Procedures

When parents sign their children up to the school they will complete a Home School agreement whereby they agree to abide by the school's policies. If the parent therefore takes issue with a school policy or procedure, including sanctions given for unacceptable behaviour, then they should complain in accordance with the school's Complaint Policy. However, it is unreasonable for parents to be selective with regard to which policies, sanctions or homework they will agree to follow.

Coming onto the School Site

We request that parents / carers do not come into school other than by the main entrance and do not approach staff in their classroom or the staffroom via the playground. This is important too as part of our safeguarding procedures, to keep our pupils safe. If parents / carers wish to make an appointment to see a member of staff they should do so via email or reception. It is also important that parents respect the

complaints procedure and try and see the class teacher in the first instance and not immediately request to see the Headteacher or a senior member of staff every time they are dissatisfied with some aspect of the school's provision.

Advice to staff

In the event of an incident, staff should remember to speak calmly and without raising their voice, be assertive but not aggressive, be polite but firm, seek assistance and walk away if needed, or terminate a meeting with a parent until a later date when heated emotions have dissipated. Staff should not become involved in a heated exchange of views and contact a senior member of staff to report the matter as soon as possible. All incidents must be reported to the Headteacher as soon as possible.

Date: January 2023

Review date: January 2026

Responsible Person: Headteacher, Deputy Headteacher and Chair of Governors