

Whitehouse Primary School



Code of Conduct for Parents, Carers and Visitors

This Code of Conduct is an unsigned agreement between all Parents, Carers, Visitors and Whitehouse Primary School.

The purpose of this code of conduct is to provide the expectations around the conduct of all parents, carers and visitors connected to our school. The code of conduct aims to clarify the types of behaviour we expect and behaviour which will not be tolerated. It also sets out the actions the school can take should this code be ignored or where breaches occur.

At Whitehouse Primary School we are very proud and fortunate to have such a dedicated and supportive school community. At our school, the staff, governors, parents and carers all recognise that the education of our children is a partnership between us all. As such, we all believe it's important to create a safe, respectful and inclusive environment for pupils, staff and parents and model appropriate behaviour for our pupils at all times.

As a partnership, we are all aware of the importance of good working relationships and all recognise the importance of these relationships to equip our children with the necessary skills for their education. For these reasons we will continue to welcome and encourage parents and carers to participate fully in the life of our school.

Our expectations of parents/carers and other 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
- Treat all members of the school community with respect – setting a good example with 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.
- 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

In addition, we also expect our parents, carers and visitors to keep our children safe by adhering to the school's request to **park safely, keeping clear any areas marked with a yellow zigzag**, during morning and afternoon collections.

Our expectations for seeking a peaceful solution to all issues:

We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. However, we understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships; therefore, approaching the right member of staff can often help in resolving issues quickly.

Where issues arise or misconceptions take place, please **contact your child's teacher** or the **Key Stage Team Leader** in the first instance, who will make time to meet with you and go through the issue and hopefully resolve it. If the issue is unresolved, then please contact the **Assistant Headteacher and/or the Headteacher**.

Where issues remain unresolved, please follow the **school's complaints procedure**. This is available on the school website or a copy can be requested from the school office.

In order to support a calm, respectful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following behaviour:

- Disrupting, or threatening to disrupt, school operations (including events/activities on the school grounds and sports team matches)
- Any inappropriate behaviour on the school premises
- Swearing, or using loud and offensive language
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Threatening another member of the school community
- Damaging or destroying school property
- Sending abusive or threatening messages to another member of the school community, including via text, voicemail, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms. **'Think before you post'**
We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents or children.
- We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, member of staff or child.
- The use of physical, verbal or written aggression towards another child or adult. This includes physical punishment of 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). Please bring any behaviour incidents to a member of staff's attention
- Smoking, vaping or drinking alcohol on the school premises (Alcohol may only be consumed during authorised events.)
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than guide dogs)

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 to the parent
- Invite the parent into school to meet with a senior member of staff or the headteacher
- Contact the appropriate authorities (in cases of threats or violence, harassment and criminal behaviour)
- Seek advice from the local authority's legal team regarding further action (in cases of conduct that may be libellous or slanderous on social media)
- Ban the parent from the school site (a ban from the school can be introduced without having to go through all the steps offered above in more serious cases.)

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.

It is important for parents and carers to make sure any persons collecting their children are aware of this code of conduct.

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

By working together we create a positive and safe environment not only for the children but also all who work and visit our school.