

Garden Suburb Infant & Junior Schools

Parent/Carer Code of Conduct

Ratified by the Governing Body on the 16th May 2019

1. Statement of Intent

At Garden Suburb Infant and Junior schools, we promote and actively encourage strong and positive relationship with parents.

Members of staff endeavour to be approachable, supportive and will always take any issue or concern seriously.

We believe that close collaboration between parents/carers and the schools directly benefits children's education and wellbeing.

We believe that all adults are role models for children, and that children learn how to conduct themselves and behave socially through example.

In order to create a safe and welcoming environment for all pupils, it is important that all members of our schools' community, the leadership, members of staff, governors and parents/carers endorse and abide by a Code of Conduct.

This policy outlines the manner in which parents/carers are expected to behave and act whilst on schools' premises and grounds, including school trips and outings. It also details the type of behaviour that will not be tolerated and how this will be managed.

GSS Leadership will always take personal factors and/or context into consideration and treat any incident on a case-by-case basis.

2. Legal Framework and Related schools Policies

This policy has due regard to statutory legislation and other GSS policies, including, but not limited, to the following:

- The Education Act 2011
- The Education Act 1996
- The Children Act 2004
- Keeping Children Safe in Education 2017
- The Equality Act 2010

- GSS Equality Plan
- GSS Health & Safety Policy
- GSS Safeguarding Policy
- GSS Complaint Procedure
- Infant & Junior Schools' Behaviour Policies
- Attendance & Punctuality policy
- Staff Code of Conduct
- Governor Code of Conduct
- Complaint Procedure

Parents/carers have access to the above policies via the schools' websites or on request.

3. Expected Behaviour

3.1. Parents/Carers are expected to act in accordance with schools' procedures at all times.

3.2. Schools' Ethos and Values

Parents/carers are expected to support the schools' ethos and values which promote:

- Collaboration with all members of our schools' community;
- Respect and celebration of our diverse community;
- The nurturing of spiritual, moral and social development and values in our children;
- Consideration for other people's feelings, ideas, values and beliefs; and
- Positive communication based on respect and understanding.

3.3. Attendance & Punctuality

Absence and lateness have a direct impact on children's education. As such, parents/carers are required to:

- Ensure that their children attend school for all or most of the academic year and arrive well on time for the start of the school day, unless absence and/or lateness is authorised by the Head Teacher.
- Pick up their children promptly at the end of the school day and inform the school if they have made other arrangements for pick up.

3.4. Communication with staff members

Parents/carers are expected to:

- Relate to staff members politely, and with both respect and consideration to their time availability, roles and responsibilities, at all times;
- Work constructively with staff members to resolve any issue or concern;
- Agree to attend meetings when necessary for the benefit of their child;
- Collaborate closely with members of staff in order to support and/or improve their children's behaviour in school;
- Attend Parents/Teachers consultations; and
- Attend school events/presentations where possible.

3.5. Expected behaviour in the schools' buildings and grounds

Parents/Carers are expected to:

- Respect the schools' physical environment, premises, property and grounds;
- Dress appropriately and in a manner considerate to others;
- Report to the schools' reception, and sign in and out when visiting the schools;
- Behave in a considerate manner to all staff members and children;
- Not use their phone or other devices (other than when authorised to do so) when in school, and ensure these are switched off or on silent;
- Not wander around the schools without being accompanied by a staff member;
- Not visit classrooms unless specifically invited to do so;
- Not take any picture unless specifically allowed to do so;
- Ensure that their child does not play on the playground apparatus after pick up time for safety reasons;
- Ensure that no bags or litter is left behind in the playground.

3.6. Expected behaviour on school trips and outings

Parents/Carers volunteering to accompany the children on school trips are expected to:

- Adhere to the specific instructions of the school staff and organisers of the trip, in accordance with the schools' Educational Visits policies;
- To behave in a respectful and mutually supportive manner with other adults on the trip, both school staff and other parent volunteers;
- To provide the necessary level of attention and care to those children assigned to them for the course of the trip, and to be mindful and considerate of all children on the trip;
- To refrain from taking pictures and/or using mobile phones for the duration of the trip, unless specifically authorised to do so;
- To behave and communicate in a way which is in line with the expectations of the rest of this policy; and
- To represent the school in accordance with its high standards and reputation.

3.7. Communication with other parents/carers, children and visitors

Parents/Carers are expected to:

- Treat other parents/carers, children and visitors with consideration, dignity and respect at all times;
- Endeavour to drop off and collect their children efficiently, so as not to cause unnecessary crowding on the school grounds during busy periods;
- Avoid conflict on schools' grounds;
- Ensure that their children behave appropriately with other adults and children, particularly on schools' grounds;
- Refrain from using their phones and/or other device in the schools' playground, unless absolutely necessary;
- Refrain from taking pictures in the schools' playground; and
- To resolve any issues/problems which are relevant to the schools (for example, conflicts between children) with other parents through an appropriate member of school staff, and in a respectful and courteous manner.

3.8. Use of social media and messaging services

All parents are encouraged to use social media and messaging services responsibly.

Parents/carers **must not** try to befriend pupils or staff through social media.

Any attempt to do so will be reported to the Head Teacher and dealt with according to the schools' Safeguarding policy and guidance;

When communicating on social media and through messaging services set up for school-related communication, parents/carers are expected to:

- Act in accordance with the schools' E-Safety policy;
- Not share pictures of children other than their own, or of staff;
- Be mindful of the reputation of the schools, members of staff and other parents when discussing schools' related matters;
- Use appropriate and polite language in a courteous and cooperative manner;
- Not make any post anonymously or under an alias;

- Refrain from spreading malicious gossip;
- Ensure that private information regarding a child or a parent/carer is not shared unless there is prior parental consent;

Any use of language or comments which are offensive, abusive, humiliating or a nuisance will be removed from group communications and may be reported to the Head.

Cyber bullying or malicious use of social media in breach of these guidelines will be reported to the Head Teacher.

Abusive behaviour will lead to further action and may, in certain instances, involve reporting such activity to the police.

3.9 Expected Behaviour in the vicinity of the Schools

To ensure the safety of the children and uphold the good reputation of GS schools and the schools' community, parents/carers are requested to:

- Behave responsibly at drop off and pick up times;
- Observe and adhere to the parking rules and restrictions around the schools at all times;
- Drive with the appropriate level of due care and attention, having regard to children and parents/carers and their safety.

4. Inappropriate Conduct

4.1 Inappropriate conduct is understood as speech or behaviour towards children, member of staff or another adult perceived as discriminatory, disrespectful, abusive, violent and/or threatening in any way. This includes any purposeful damage made to schools' buildings, grounds or property, as well as to children's and other members of the schools' community's belongings.

4.2 GSS schools' Leadership and Governing Body will not tolerate any form of abuse, violence, threat or intimidation towards any member of staff or children (see below). Incidents will always be reported to the Head Teacher who will investigate and take immediate action against those involved.

4.3 GSS schools' Leadership will not hesitate to confront such behaviour and, if necessary, take strong and appropriate legal action to remove and/or bar a parent/carer from the premises.

4.4 GSS schools will not tolerate any nuisance or disturbance on the schools' premises as defined in the law, specifically:

- Any form of bullying or harassment, including physical, sexual or verbal abuse;
- Verbal abuse including the use of raised voice, swearing and offensive language;
- Making racist or sexual comments;
- Displaying vexatious behaviour which is humiliating for the individual;
- Physical intimidation;

- Physical violence;
- Writing or online messaging abusive comments regarding the schools or an individual from the school community;
- Trespassing on school premises;
- Intentional damage to school property;
- Breaching schools' safety procedures.
- Smoking on the schools' premises/grounds, including the use of e-cigarettes; or
- Drinking alcohol/Taking illegal drugs or being under the influence of alcohol or drug on the schools' premises/grounds.

5. Managing Inappropriate Conduct

In the instance of inappropriate behaviour, GSS schools will follow a number steps depending on the severity of the situation.

All instances of inappropriate behaviour will be recorded in writing by all members of staff involved or who directly witnessed the incident. They will use a reporting form and give it to the Head Teacher as soon as possible after the incident.

- 5.1. In the first instance the parent/carer who is creating a nuisance will be invited into a separate room to calm down or asked to leave the premises;
- 5.2. After a cooling out period, the Head Teacher will request a meeting with the parent/carer to discuss the incident, remind him/her of the Parent/Carer Code of Conduct and seek reassurance that it will not happen again.
The Head Teacher will always remind the parent/carer of the impact such behaviour has on children, members of staff other adults.
- 5.3. If the disturbance persists, the Head Teacher has the power to bar the individual from entering the schools' premises for a set period of time, subject to review. In the event of barring an individual from the schools' premises for a period of time, the Head Teacher will seek advice from the Local Authority and/or the police.
- 5.4. The police will be called straight away in the following instances:
 - If the incident involves physical violence or assault that causes, or risks causing, harm to another;
 - If the disturbance creates any form of danger to children or other adults;
 - If the individual refuses to calm down and leave the premises; or
 - If the individual is trespassing through the disregard of their being barred from the schools' premises and grounds.
- 5.5. Under specific circumstances, an individual can be barred permanently.
The Head Teacher will seek advice from the Local Authority.

6. Monitoring & Review

The Parent/Carer Code of Conduct will be reviewed annually in the summer term.