

Lickey Hills Primary School & Nursery



Code of Conduct for Parents, Carers and all visitors 2023

"Dream Together, Believe Together, Achieve Together"



Statement of Intent

We recognise that we can only truly realise this vision if we are committed to providing a caring, friendly and safe environment for all of our pupils so they can learn in a relaxed and secure atmosphere. Accordingly it is important that parents, carers and all other visitors to Lickey Hills Primary School & Nursery model behaviours that are conducive to this.

Statement of Principles

The governing body of Lickey Hills Primary School and Nursery and the Hive encourages close links with parents and the community. It believes that pupils benefit when the relationship between home and school is a positive one. To ensure this we expect parents, carers and visitors to:

- respect the caring ethos of our school;
- understand that both teachers and parents need to work together for the benefit of the 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 as appropriate, 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;
- avoid using staff as threats to admonish children's behaviour;
- respect the privacy of staff and their right to a home and family life (i.e. avoid contacting them beyond their working day)

Overwhelmingly, the vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal and or physical abuse towards members of school staff or the wider school community. The Governing Body expects and requires its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement, as appropriate, of other colleagues. However, all members of staff have the right to work without fear of violence and/or abuse.

Where parents have a concern, we actively encourage them to communicate with the school, using the appropriate channels. In recent years, a few parents have chosen to voice any dissatisfaction they have with the school using social media (see appendix).

Any communication regarding a concern needs to always start with the class teacher. Parents should contact the school office to request a meeting with their child's class teacher. The teacher will provide an option of 3 dates and times that the teacher is available. Parental meetings will take place before or after school outside of the school teaching hours of 8.50am - 3.30pm. All appointments will preferably be scheduled for 8.30am or 3.30pm. Parents will be asked to give the office a brief outline of what the request for the meeting is regarding, so that the teacher can investigate in advance to ensure that the correct people can be in attendance at the meeting. A pre-agreed agenda can then also be organised by the teacher in advance of the meeting.



If concerns are not resolved, this will be passed onto a Senior Leader (which includes the Headteacher) if need be. Occasionally, some parents insist on seeing the Headteacher as their first port of call, which is often impractical, especially given the size of the school, and the fact that things often have to be referred back to the class teacher. If, after reaching the Headteacher, the issue is still not resolved, then it can be directed to our Governing Body using our Complaints Policy, which is available on our website.

Any meeting (whether formal or informal) related to concerns or complaints needs to be conducted in a respectful and reasonable way. Consideration needs to be given as to whether it would be appropriate to involve the child in such a meeting. We accept that sometimes criticism of the school can be appropriate, done in a measured, respectful and reasonable way that is constructive. However, parents and carers need to avoid fierce criticism of staff or the school, especially in front of a child.

Parents and carers need to trust in the school to deal with things in a professional way. The school will not accept any attempt by parents or carers to impose conditions around the way things are dealt with in school. The law states that the school is in *loco parentis*: that is teachers must behave as any reasonable parent would do in promoting the welfare and safety of children in their care.

We expect parents, carers and other visitors to behave in a reasonable way towards all members of staff and other stakeholders. This policy outlines the steps that will be taken where behaviour is unacceptable.

Types of behaviour that are considered serious and unacceptable and will not be tolerated:

- smoking (including e-cigarettes) and consumption/under the influence of alcohol or other drugs whilst on school premises;
- physically intimidating a member of staff or other stakeholder, e.g. standing very close to her/him in a way calculated to upset;
- threatening behaviour (e.g. the use of aggressive hand gestures);
- The use of physical aggression towards another adult or child;
- antisocial behaviour (e.g. swearing);
- racist or sexist comments or behaviour;
- breaching the school's security procedures.
- damaging or destroying school property;
- abusive, offensive or threatening e-mails or other text/voicemail/phone messages
- shouting at a member of staff or other stakeholder, either in person or over the written communication; telephone;
- approaching someone else's child (or parent of the child) in order to discuss or chastise them because of the actions of this child towards their own child in school;
- emotional abuse (e.g. where pressure is placed on a member of staff to break or bend the policies or persistent emotional outbursts);
- dogs on site
- reckless behaviour on site (e.g. driving with undue care and attention);
- drawing school staff into conflict between separated/divorced parents;

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

Parents, carers and visitors need to be aware that it is an offence under section 547 of the Education Act 1997 for any person (including a parent) to cause a nuisance or disturbance on school premises. Unacceptable behaviour may result in the police being informed of the incident.



Procedure to be Followed

If a parent/carer behaves in an unacceptable way towards a member of the school staff or other stakeholder, the Headteacher or appropriate senior staff member will seek to resolve the situation through discussion and mediation. 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 act of violence the Headteacher may speak with the local authority to implement a ban from the premises for a period of time, subject to review.

Parents, carers and visitors need to be aware that school premises are local authority property, which parents have been granted permission to use. However, in the case of abuse or threats to staff, pupils or other parents, the local authority has the legal right to withdraw this permission at any time.

Use of cameras and phones on site

Parents, carers and visitors are not allowed to use cameras or phones to capture images on site and at events. The reason being that there are sensitivities around some children in school, and we need to respect this. If we become aware of a breach in this school policy then we reserve the right to take legal action. Similarly, electronic recordings of meetings or conversations with school staff are not permitted by parents without the prior knowledge and consent of all parties attending. Additionally, teachers may use 'loud speaker conference mode' during a telephone conversation with a parent, should more than one staff member need to be present. In this instance, the teacher will inform the parent at the beginning of the telephone conversation, that the call is in loud speaker conference mode.

Conclusion

Lickey Hills Primary School and Nursery will take action where behaviour is unacceptable (as described above). In implementing this policy, Lickey Hills Primary School and Nursery will, as appropriate, seek advice from their health and safety and legal advisors, to ensure fairness and consistency.

At Lickey Hills Primary School and Nursery, we will actively challenge parents, carers and visitors expressing opinions contrary to fundamental British Values, including 'extremist' views.



Appendix

Inappropriate use of Social Network Sites

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases, other parents/pupils. The Governors of Lickey Hills Primary School & Nursery considers 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 need to be made through the appropriate channels by speaking, in the first instance, to the class teacher, then a senior member of staff, the Headteacher and then the Chair of Governors accordingly, so things can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil or parent/carer of a child/ren being educated at Lickey Hills Primary School & Nursery is found to be posting libellous or defamatory comments on any social network sites, they will be reported to the appropriate 'report abuse' section of the network site. 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. Additionally, and perhaps more importantly, is the issue of cyber bullying and the use by one child or a parent to publicly humiliate another (or member of staff) by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying.

David Dathan
2023