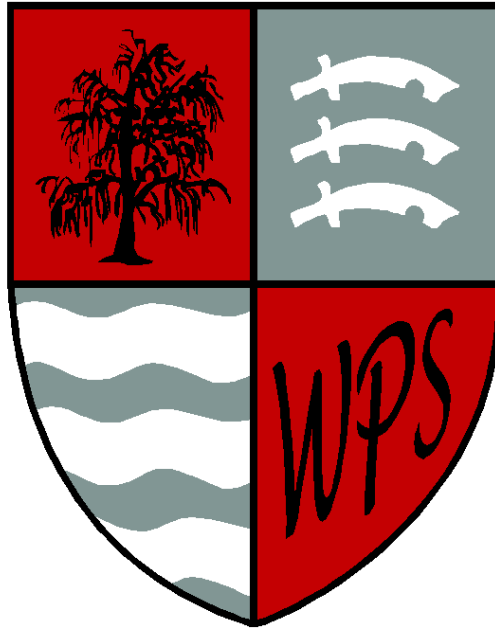


Willowbrook Primary School



Parental Code of Conduct Policy

This Code of Conduct is an unsigned agreement between the parent, carer, visitor and Willowbrook Primary School.

At Willowbrook Primary School, we are very proud and fortunate to have a very dedicated and supportive parental community. At our school, the staff, governors, parents and carers all recognise that the education of our children is a partnership between us and that positive relationships result in positive outcomes for our pupils. For these reasons, we will continue to welcome and encourage parents and carers to participate fully in the life of our 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.

Most interactions between staff and parents/carers are positive and we aim for this outcome in all interactions. Where any difficulties arise, we are committed to resolving them 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. Where issues arise or misconceptions take place, please contact your child's teacher in the first instance or the Headteacher, who will be available to meet with you and go through the issue and hopefully resolve it. Where issues remain unsolved, please follow the school's complaints procedure. This is available on the school website or a copy can be requested from the school office.

This code aims to clarify the types of behaviour that will not be tolerated and seeks parental agreement to these expectations.

The Code of Conduct also sets out the actions the school can take, should this code be ignored, or where breaches occur.

Behaviour that will not be tolerated:

- Disruptive behaviour, which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises;
- Any inappropriate behaviour on the school premises;
- Using loud or offensive language or displaying temper;
- Threatening in any way, a member of staff, visitor, fellow parent/carers or child;
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the school community;
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff/governors at the school on Facebook or other sites;
- The use of physical, verbal or written 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/vaping on the premises;
- Bringing dogs on to the school premises (other than guide dogs).

Should **any** of the above occur on school premises or in connection with school, the school may feel it is necessary to take action by contacting the appropriate authorities or consider banning the offending adult from entering the school premises.

Thank you for abiding by this code in our school. Together, we create a positive and uplifting environment, for not only the children, but also for all who work in and visit our school.

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

What happens if someone ignores or breaks the code?

In the event of any parent/carer or visitor of the school breaking this code then proportionate actions will be taken as follows:

In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will in the first instance be referred to the Police. This will include any or all cases of threats of violence and actual violence to any child, parent, staff or governor of the school. This will also include anything that could be seen as a sign of harassment of any member of the school community, such as any form of insulting social media post or any form of social media cyber bullying. In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the school will refer the matter to the County Council's Legal Team for further action. In cases where the Code of Conduct has been broken but the breach was not a libellous, slanderous or criminal matter, then the school will send out a formal letter to the parent/carer with an invitation to a meeting.

If the parent/carer refuses to attend the meeting, then the school will write to the parent/carer and ask them to cease the behaviour causing the concern and warn that if they do not, they may be banned from the school premises. If, after this, the behaviour continues, the parent/carer will be written to and informed that a ban is now in place.

Note:

- 1- A ban from school can be introduced without having to go through the above steps, in more serious cases.
- 2- Site bans will normally be limited in the first instance.

Issues of conduct with the use of Social Media

Most people take part in online activities and social media. It is fun, interesting and keeps us connected.

The school has twitter, parent council group which allows parents to receive and respond to messages about school news and agents. We encourage you to positively participate, if you wish.

Within these spaces, however, we ask that you use common sense when discussing school life online.

Think before you post

We ask that social media not be used to fuel campaigns and voice complaints against the school, school staff, parents or children.

We take very seriously the inappropriate use of social media by a parent to publicly humiliate or criticise another parent, member of staff or child.

If parents have any concerns about their child in relation to the school, they should:

- 1- Initially, contact the Class Teacher;
- 2- 2- If the concern remains, contact the Headteacher;
- 3- 3- If still unresolved, the school governors should be contacted as per the Complains Procedure.

Social media should not be used as a medium to air any concerns or grievances, including in group Whatsapp chats. We would always encourage you to share any concerns you may have with us, otherwise they cannot be resolved.

Online activity, which we consider inappropriate, includes:

- Identifying or posting unauthorised images/videos of children;
- Abusive or personal comments about staff, governors, children or other parents;
- Bringing the school into disrepute;
- Posting defamatory or libellous comments;
- Emails circulated or sent directly with abusive or personal comments about staff or children;
- Using social media to publicly challenge school policies or discuss issues about individual children or members of staff;
- Threatening behaviour, such as verbally intimidating staff, or using bad language;
- Breaching school security procedures.

At our school, we take our safeguarding responsibilities seriously. We will therefore deal with any reported incidents appropriately, in line with the actions outlined in this policy