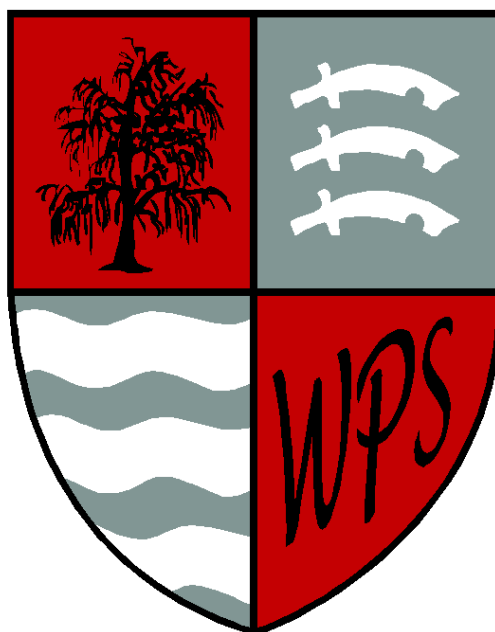


Willowbrook Primary School



Parent, Carer and Visitor 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.

Unacceptable behaviour includes, but is not limited to:

- Any behaviour that disrupts, interferes with, or threatens to interfere with the normal operation and activities of the school.
- Any inappropriate conduct towards staff, pupils, parents, governors, or visitors on school premises, through written communication, over the telephone, or online.
- Communication that is disrespectful, intimidating, hostile, or passive-aggressive in tone, whether in person, by email, or through other forms of correspondence.
- Repeatedly ignoring reasonable attempts by school staff to communicate, engage in discussions, or resolve concerns.
- Refusing to communicate respectfully with school staff or failing to follow appropriate channels when raising concerns.
- 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 be normally be limited in the first instance.

Use of Social Media and Online Conduct

Most parents and carers use social media responsibly and positively. The school recognises that online platforms can be a valuable way to share information and maintain communication within the school community.

Parents and carers are expected to use social media and other online platforms respectfully and responsibly. Concerns relating to the school, its staff, pupils, parents, governors, or school practices should be raised directly with the school through the appropriate channels and not through social media, public forums, community groups, or messaging platforms.

If parents have concerns, they should:

1. Contact their child's Class Teacher in the first instance.
2. If the matter remains unresolved, contact the Key stage Lead then the deputy then the Headteacher.
3. Follow the school's Complaints Procedure where appropriate.

The school will not tolerate online behaviour that causes distress, harassment, intimidation, reputational damage, or undermines the welfare of members of the school community.

Inappropriate online activity includes, but is not limited to:

- Posting unauthorised photographs or videos of children.
- Making abusive, threatening, offensive, discriminatory, or personal comments about staff, governors, pupils, parents, carers, or other members of the school community.
- Posting comments that bring the school into disrepute.
- Posting defamatory, libellous, false, misleading, or malicious statements.
- Using social media, community forums, websites, email, or messaging groups (including WhatsApp groups) to publicly criticise, challenge, or undermine school policies, decisions, staff, or pupils.
- Encouraging others to engage in negative commentary, complaints, campaigns, or petitions against the school or individual members of the school community.
- Sharing confidential information relating to the school, staff, pupils, or families.
- Threatening, intimidating, or harassing behaviour in any online format.
- Breaching safeguarding, confidentiality, security, or data protection procedures.
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Anonymous Posts and Legal Action

The school reserves the right to investigate inappropriate online activity, **including material posted anonymously**. Parents and carers should be aware that anonymity online cannot be guaranteed and, where appropriate, the school may seek to identify individuals responsible for defamatory, malicious, abusive, or harassing content.

Where online content is deemed to be defamatory, libellous, malicious, threatening, or otherwise harmful to the reputation, wellbeing, or safety of members of the school community, the school may seek legal advice and take appropriate action. This may include reporting content to social media providers, referral to the police, involvement of the Local Authority, and the pursuit of legal remedies where appropriate.

The school is committed to maintaining positive and respectful relationships within the school community and encourages all concerns to be raised directly with the school so that they can be addressed constructively and effectively.

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.