



# **Code of Conduct for Parents, Carers and Visitors**

**Signed: Wendy Fowler  
Viv Low**

**Headteacher  
Chair of Governors**

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At Biddick Primary School, we are very fortunate to have very supportive and friendly parents, who recognise that educating children is a process that involves partnership between parents, staff and the school community. The relationships between our staff and parents/carers demonstrate mutual respect and recognition of the shared responsibility for pupils' welfare and educational progress. We welcome and encourage parents and carers to participate fully in the life of our school and recognise the importance of close communication; our 'Open Door' policy is our way of ensuring that we are listening and working in partnership with parents, families and our community.

From time to time, a parent may have reason to raise an issue with school staff. Issues that are raised in a calm, considered manner are almost always resolved positively, quickly and without conflict. However, on occasion, the behaviour of a few parents/carers can cause severe disruption, or worse, result in abusive or aggressive behaviour towards staff, pupils, or other members of the school community. As a Rights Respecting School, we strongly believe that all children, parents and staff have the right to feel safe in school, without fear of violence or abuse.

It should be remembered that day to day access to a school is within the control of the Headteacher. Normally, parents/carers (and those with parental responsibility) are granted 'limited licence' to visit the grounds and buildings of the school. The guidance below provides a reminder to all parents, carers and visitors to our school about how our school behaviour policy relates to them.

### **Guidance**

**As well as following the guidance set out in our Home-School Agreement, 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 their 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.
- Reinforce the school's policy on behaviour.
- Approach the school calmly to help resolve any issues of concern.
- 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.
- Park with respect and consideration for others when delivering and collecting children from school and at school functions.

**In order to support a peaceful and safe school environment, the school cannot tolerate parents, carers and visitors exhibiting the following:**

- Disruptive behaviour, which interferes or threatens to interfere with the running of the school day, the operation of a classroom, an employee's office, office area or any other area of the school grounds.
- Using loud and /or offensive language, swearing, cursing or displaying temper, either in person or by telephone.
- Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent/ carer or pupil.
- Damaging or destroying school property.
- Angry, disrespectful, abusive or threatening e-mails/dojo messages or text/voicemail/phone messages or other written communication.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils / parents/ staff at the school on Facebook or other social sites. (See Appendix 1)
- The use of physical aggression towards another adult or child. This includes physical punishment against your own child on school premises.
- Approaching someone else's child in order to discuss or chastise them for their actions towards your own child.
- Smoking and consumption of alcohol or other drugs, whilst on school property.
- Dogs being brought on to school premises.

Should **any** of the above behaviour occur on school premises, the school may feel it is necessary to contact the appropriate authorities and if necessary, if the offence is severe or repeated, even ban the offending adult from entering the school premises under Section 547 of the Education Act 1997. School staff should not be subjected to disrespectful communications from parents and are advised not to respond to angry emails and dojo messages. Concerns and complaints, which are raised calmly, can be swiftly dealt with. Thankfully, the majority of contact we have day to day with parents and carers at Biddick Primary School is hugely positive and incidents of this kind are extremely rare. We trust that parents, carer and visitors will fully support this Code of Conduct.

### **Appendix 1**

#### **Inappropriate use of Social Network Sites**

Social media websites are being used increasingly to fuel campaigns and complaints against schools, school staff, and in some cases other parents/pupils. The Governing Body of Biddick Primary School 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 must be made through the appropriate channels by speaking to the class teacher, the Headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil or parent/carer of a child is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content, which can be posted on the site and they provide robust mechanisms to report content or activity, which breaches this. 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.