

West Ashtead Primary School

Policy for



Parent/carer and Visitor Code of Conduct

Governors' responsible	FGB
Person responsible for updating policy	Head Teacher
Reviewed	Summer 2021
Next Review	Summer 2024

Curious, Creative, Motivated

West Ashtead Primary School is committed to providing a happy, stimulating and supportive learning environment underpinned by our values of respect, equality, aspiration and perseverance.

This policy uses these principles to support its aims, objectives and procedures.

AIMS and PURPOSE of the Policy

The continued success of our school community is based on a commitment to ensuring the best possible outcomes for all our children. We recognise the importance of working in partnership with parents and carers in order to achieve this, and endeavour to foster positive relationships which are based on trust and mutual respect. In our experience, the vast majority of the parents and carers are keen to work with us and are supportive of the school's work. If a parent or carer has any concerns we will always listen and seek to address them.

It is our hope that any parental concern is resolved promptly and to the satisfaction of all parties without any formal steps being taken.

At West Ashtead Primary School we're committed to:

- Listening to parents carefully and respectfully, including allocating an appropriate length of time for any pre-arranged meetings
- Responding appropriately to concerns raised
- Outlining any actions that may be required
- Updating parents and carers on progress and outcomes of the concern
- Listening and responding to updates from parents and carers

At West Ashtead Primary School we expect parents and carers to:

- Communicate their concern promptly, respectfully and accurately
- Listen to and consider the responses from the school
- Work in partnership with the school in order to reach a resolution, including supporting the Behaviour Policy
- Allow time for the school to respond to concerns (3 – 5 working days)
- Acknowledge past support and intervention made by the school

TYPES OF UNACCEPTABLE BEHAVIOUR

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

- Disruptive behaviour or disorderly conduct which interferes or threatens to interfere with the running of a meeting, classroom, office or any other area of the school grounds
- Use of loud/or offensive language including shouting, swearing, using profane language, attempting to physically intimidate, use of aggressive hand gestures or displaying temper
- Threatening to harm a member of school staff, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence
- Damaging or destroying school property
- Sending abusive or threatening e-mails or text/voicemail/phone messages or other written communications
- Defamation of the school or staff character on Facebook or other social networking sites

- 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 because of their actions towards your own children
- Smoking and consumption of alcohol or illegal drugs on school premises
- Dogs being brought on to school premises with the exception of assistance dogs.

Parents and carers should not make allegations against staff or the school or bring the school into disrepute on social media sites. A failure to keep to the above standards is likely to limit the school's ability to respond effectively to concerns.

Parents and carers are not permitted to discipline a child who is not their own. They must seek support from a member of staff. Parents or carers who take matters into their own hands may be subject to safeguarding action being taken against them by the school or by the parent(s) of the child involved.

Day to day access to a school is within the control of the Head Teacher. Parents, carers and visitors are granted 'limited licence' to visit the grounds and buildings of the school.

STEPS TO BE TAKEN IN THE EVENT OF UNACCEPTABLE BEHAVIOUR

STEP 1: VERBAL WARNING

The headteacher (or member of SLT) will speak to the person or persons perpetrating such an incident, privately. It will be put to them that such behaviour is unacceptable and an assurance will be sought that such an incident will not be repeated. It will be stressed on this occasion that repetition of such an incident will result in further more serious action being taken. If the headteacher has been subject to abuse this will be done by the Chair of Governors (or another appointed governor). If any such incident occurs near to or within school holidays, weekends or out of reasonable hours, the Chair of Governors (or another appointed governor) will write to the person or persons highlighting the incident and any relevant particulars.

STEP 2: WRITTEN WARNING

If a second incident occurs involving the same person or persons, the headteacher will write to the adult(s) informing them once again that this conduct is unacceptable. As with Step 1, if the headteacher has been subject to abuse this will be done by the Chair of Governors or other appointed governor. NB: Any incidents of violent conduct would immediately proceed to step 4. At any stage, the school may report serious incidents of abusive and threatening behaviour to the Local Authority. The school has a statutory responsibility to report any racist or discriminatory incidents to the Local Authority (See Equality Policy). Any act of actual or threatened violence will be referred to the police immediately.

STEP 3: EXCLUSION FROM SCHOOL PREMISES

If such an incident recurs or if an initial incident is considered serious enough, the Chair of Governors (or other appointed governor) will enforce an exclusion from school premises.

STEP 4: REMOVAL BY POLICE

If, following a decision to exclude a person from the school premises, that person persists in entering school premises, they may be removed by the police as a trespasser under Section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986. All parents, even if excluded from school premises, are not excluded from the rights to access to school and have a right to seek an appointment to speak to school staff about their child's educational progress.