

PARENT, CARER AND VISITOR CODE OF CONDUCT

At Woolden Hill Primary School we are very fortunate to have supportive and friendly parents. Our parents recognise that educating children is a process that involves partnership between home and school and understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we welcome and encourage parents/carers to participate fully in the life of our school.

The purpose of this statement is to provide a reminder to all parents and visitors to our school about expected conduct so that we can work together to ensure a safe and positive school environment for our children.

RESPECT AND CONCERN FOR OTHERS AND THEIR RIGHTS

We expect parents and carers to show respect and concern for others by:-

- supporting the respectful ethos of our school by setting a good example in their own speech and behaviour towards all members of the school community;
- working together with teachers for the benefit of children. This includes approaching the school to resolve any issues of concern and to discuss and clarify specific events in order to bring about a positive solution;
- reinforcing the school's policy on Behaviour and Attendance;
- respecting the learning environment appropriately (both in school and off site),
- following our school's parking policy of not attempting to use our school car park for the delivery or collection of children. Likewise we encourage parents and carers to park with consideration and respect for others when delivering and collecting children from school.

In order to facilitate a peaceful and safe school environment, the school does not tolerate from any parent, carer or visitor to the school:-

- disruptive behaviour which interferes with the operation of a classroom, an office area or any other part of the school grounds;
- using loud and/or offensive language or displaying temper;
- threatening harm or the use of physical aggression towards another adult or child. This includes approaching someone else's child in order to discuss something or to chastise them and physical punishment against your own child on school premises. (Some actions may constitute an assault with legal consequences.)
- damaging or destroying school property;
- abusive, threatening, malicious or inflammatory emails, phone or social network messages
- smoking and consumption of alcohol or other drugs or accessing the school site whilst intoxicated ;
- Dogs are not allowed on our school site either on leads or being carried. Any dogs left tied up at the school boundary should be tied well away from exits and entrances to the school to ensure children and adults are not intimidated by their presence.

The above unwanted behaviours from any parent, carer or visitor on school premises will be reported to the appropriate authorities. The Advisory Board may take formal action to prohibit an offending adult from entering the school grounds to safeguard our school community.

We trust that parents, carers and visitors will fully support this Code of Conduct.

This policy links with the following school policies, which are available on request:

- Complaints Policy
- Anti-Bullying Policy
- Policy for dealing with Persistent or Vexatious Complaints / Harassment in Schools

Appendix 1: **SOCIAL MEDIA**

There is evidence that, from time to time, social media websites may be used by parents and carers to fuel campaigns and complaints against schools in general, Headteachers, school staff, and in some cases other parents/pupils. Woolden Hill Primary School considers the use of social media websites being used in this way as wholly unacceptable and not in the best interests of the children or the wider school community.

In the event that any pupil or parent/carer of a child/ren being educated at Woolden Hill School is found to be posting libellous or defamatory comments on any social network site, 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. Additionally, and perhaps more importantly, is the issue of cyber bullying and the use by any member of the school community to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying.

Any concerns a parent / carer may have about any aspect of our school's provision must be made through the appropriate channels. Concerns should first be raised by speaking with the Class Teacher. If concerns remain unresolved they should be shared with the Headteacher. If it is not possible to resolve a concern with the Headteacher the parent / carer should request in writing (giving details of their complaint and actions to date) to meet with the school's Discovery Schools System Leader. In this way all concerns can be dealt with fairly, appropriately and effectively for all involved.