



CASTLEWOOD PRIMARY SCHOOL

ACCEPTABLE PARENTAL BEHAVIOUR POLICY (Parent Code of Conduct)

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Approved by: Governing Board

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1. Purpose and scope

This policy relates to the behaviour of all adults in school, whether face to face, over the telephone or in writing (including social media).

All members of a school community are entitled to be able to work, study or visit without fear of verbal or physical assault. It is the purpose of this policy to promote and support this entitlement and provide guidance to all as to how this might occur.

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the Staff Code of Conduct) and pupils (through our Behaviour policy). This Parental Code of Conduct aims to help the school work together with parents by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)
- Anyone representing the parent of a child

At Castlewood, we believe it's important that:

- The relationships between parents/visitors and this school are greatly valued; partnership working is seen as enhancing the education of pupils in the school.
- We create a safe, respectful and inclusive environment for pupils, staff and parents.
- We model appropriate behaviour for our pupils at all times.

Therefore:

- Parents and visitors are welcome to come into school to discuss matters of concern with members of staff.
- All meetings held in school are by mutual consent.
- All meetings will take place in an atmosphere of mutual respect and trust.
- School staff and parents/visitors will act reasonably and responsibly in dealing with issues of concern.
- Parents with concerns/complaints about pupils, other than their own, should not deal with the pupil in question but should address their concerns to a member of school staff.
- All parties will work together to resolve difficulties, even when they relate to matters of a personal nature.
- Parents should allow the school a reasonable period of time to investigate complaints/concerns, in compliance with the school's complaints procedures.
- Acts of an intimidating or threatening nature will not be tolerated.
- Offensive or abusive language will not be tolerated.
- The school will not tolerate the use of mobile phones, the email system, the internet (including social media and WhatsApp) or the intranet for illegal or inappropriate activities such as citing confidential information about pupils, staff/employees, the school or suppliers.

2. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the ethos and values of our school.
- Work together with staff in the best interests of our pupils.
- Treat all members of the school community with respect – setting a good example with speech and behaviour.
- Seek a peaceful solution to all issues.
- Correct their own child's behaviour (or those in their care) on school property, where it could lead to conflict, aggression or unsafe conduct.
- Approach the right member of school staff to help resolve any issues of concern with behaviour in school rather than dealing directly with the child or family themselves.

3. Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches).
- Swearing, or using offensive language.
- Displaying a temper, or shouting at members of staff, pupils or other parents.
- Threatening another member of the school community.
- Sending abusive messages to another member of the school community, including via text, email or social media.
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms.
- Use of physical punishment against your child while on school premises.
- Any aggressive behaviour (including verbally or in writing) towards another child or adult.
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event).
- Possessing or taking drugs (including legal highs).
- Bringing dogs onto the school premises (other than assistance dogs).

Should any of the above behaviour occur on school premises, the school may take any of the following actions in the first instance:

- Ending a meeting if this behaviour is displayed,
- Not replying to communications that are offensive, abusive or derogatory,
- Insist that the adult communicates with the school through one member of staff only.

4. Breaching the code of conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

Depending on the nature of the incident, we may then:

- Send a warning letter to the parent,
- Invite the parent into school to meet with a senior member of staff or the Headteacher,
- Insist that the parent communicates with the school through one member of staff only,
- Contact the appropriate authorities (in cases of criminal behaviour),
- Seek advice from the local authority's legal team regarding further action (in cases of conduct that may be libellous or slanderous),
- Ban the parent from the school site.

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the Code of Conduct rests with the Headteacher.

The Headteacher will consult the Chair of Governors before banning a parent from the school site.