



# Homefield C of E Primary School

## Parent Code of Conduct



At Homefield C of E Primary School we are very fortunate to have a dedicated and supportive school community. Our parents recognise that educating children is a process that involves partnership between parents and carers, teachers, support staff and the wider school community. As a partnership we are all aware of the importance of good working relationships to enable our children to flourish and achieve their potential. For these reasons we welcome and encourage parents and carers to participate fully in the life of our school.

### **Purpose and Scope**

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. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding.

This code also aims to clarify the types of behaviour that will not be tolerated and sets out the actions the school can take should this code be ignored or where breaches occur.

### **Guidance**

We expect parents, carers and visitors to:

- ❖ Respect the caring ethos and values of our school
- ❖ Look after and respect school property
- ❖ 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.
- ❖ Approach the school to help resolve any issues of concern

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

We are committed to resolving difficulties 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 misunderstandings occur, please speak to your Class Teacher or TA, we strive to ensure that there is a member of staff from each year group available on the school playground at the beginning and end of every day. If the matter is not appropriate to discuss on the playground please make an appointment to speak to your child's teacher in the first instance and in accordance with our Complaint's Policy. An appointment will be offered as soon as reasonably possible with a member of staff. Emails requesting an appointment or phone call need to be sent directly to the **School Office**.

#### **How to raise a concern**

If you have a concern and you would like to speak to a member of staff please take the following steps:

1. Speak to the **Class Teacher** (In person, email or phone call via the **school office**)  
[office@homefield.norfolk.sch.uk](mailto:office@homefield.norfolk.sch.uk) or call 01493 661691

Please do not email directly to the class teacher, this will ensure that you receive a timely response

#### **Issue is unresolved**

2. Raise your concern with a member of the **Senior Leadership Team** by contacting the school office [office@homefield.norfolk.sch.uk](mailto:office@homefield.norfolk.sch.uk) or call 01493 661691

Please do not email directly to a senior leader, this will ensure that you receive a timely response

#### **Issue is unresolved**

3. Raise your concern with the **Headteacher - Miss Read** by contacting the school office  
[office@homefield.norfolk.sch.uk](mailto:office@homefield.norfolk.sch.uk) or call 01493 661691

Please do not email directly to Miss Read, this will ensure that you receive a timely response

### **Early Years**

For parents with children in Nursery or Reception please use the above process to raise a concerns. Concerns for the class teacher that are posted on your child's Tapestry profile could be missed so it is important that you follow the above process.

If the issue remains unresolved after following all 3 steps, please refer to the school's complaint policy, which can be found on the School's website.

**Behaviour that will not be tolerated:**

- ❖ Disruptive behaviour which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises.
- ❖ Using loud or offensive language, swearing, cursing, using profane language or displaying temper.
- ❖ Threatening in any way, a member of staff, visitor, fellow parent/carer or child.
- ❖ Damaging or destroying school property.
- ❖ 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 social media sites
- ❖ The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of your own child on school premises.
- ❖ Approaching someone else's child in order to chastise them. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences)
- ❖ Smoking (including vaping), taking illegal drugs or the consumption of alcohol on school premises. (Alcohol may only be consumed during authorised events)
- ❖ Dogs being brought on to the school premises (other than guide dogs, or through prior consent)

Thank you for abiding by this code in our school. Together we create a safe, positive and uplifting environment not only for the children but also for all who work 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 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 or violence and actual violence to any child, staff or governor in the school. This includes violence towards parents whilst on the school premises. 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 Local Authority's Legal Team for further action.

In cases where the code of conduct has been broken but the breach was not libellous, slanderous or criminal matter, then the school will send out a formal letter to the parent/carer with an invite 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 stop the behaviour causing the concern and warn that if they do not they may be banned from the school premises.

If, after these steps, the behaviour continues, the parent/carer will again be written to and informed that a ban is now in place.

Please note:

(1) A ban from the school can be introduced without having to go through all the steps offered above in more serious cases.

(2) Site bans will normally be limited in the first instance.

### **Issues of conduct with the use of Social Media**

Most people take part in online activities and social media. It's fun, interesting and keeps us connected.

Within these spaces, however, we ask that you use common sense and respect when discussing school life online, this includes class 'Whats App' group chats.

'Think before you post' We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents or children.

We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, member of staff or child.

Parents / carers should not use social media as a medium to air any concerns or grievances.

### **Online activity which we consider inappropriate:**

- ❖ Identifying or posting images/videos of children
- ❖ Abusive or personal comments about staff, governors, children or other parents
- ❖ Bringing the school into disrepute
- ❖ Posting defamatory or libellous comments
- ❖ Emails circulated or sent directly with abusive or personal comments about staff or children
- ❖ Class Whats App group posts circulated or sent directly with abusive, defamatory or personal comments about staff or children
- ❖ Using social media to publicly challenge school policies or discuss issues about individual children or members of staff
- ❖ Threatening behaviour, such as verbally intimidating staff, or using bad language
- ❖ Breaching school security procedures

At our school we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above and with our Online safety and Safeguarding policies.

*This Code of Conduct is based upon guidance from the Department for Education: 'Controlling access to school premises', published November 2018*