



Parent Code of Conduct Policy

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Stanley Crook Primary School

Parent Code of Conduct Policy

Throughout this policy, wherever the word 'parent' is used, it refers to parents and carers.

Also, throughout the policy there are 'Articles' added that relate to UNICEF's Rights of the Child. As a school we are committed to our Rights and Responsibilities work and policies we write are an important part of this.

At Stanley Crook Primary School, we are extremely lucky to have a supportive and friendly parent body.

Our parents recognise that educating children is a process that involves partnership between parents, teachers and the school community (Article 5: Parental Guidance). It is extremely important to have a good working relationship between home and school to equip children with the necessary skills for adulthood.

It is equally important for school staff to work and focus on educating children in an environment free from any form of abuse or threat.

For these reasons, we continue and encourage all parents/carers to participate positively and constructively in the life of our School.

1. Aims of the Policy

The purpose of this policy is to provide a reminder to all parents and carers of our school about expected conduct when interacting with school staff. This is so that we can ensure children in school continue to flourish, progress and achieve in an atmosphere of mutual trust, respect and understanding.

What is important is how we behave together. We expect that parents/carers:

- Respect the caring ethos of our school
- Understand that both teachers and parents need to work together for the benefit of their children (Article 5: Parental guidance)
- 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, as everyone in school is a positive role model. This includes areas such as communicating with school staff (whether face-to-face, or via online platforms) and when parking near to and around the school
- Seek to understand a child's version of events (Article 12: Respect for the views of the child) and also the view of school, in order to bring solutions to any issues and resolve any incidents
- Approach school to help resolve any issues of concern in a positive and constructive manner. This should be done through the appropriate channels by speaking to the class teacher, member of the Leadership Team, Headteacher or the Chair of Governors so they can be dealt with fairly, appropriately and effectively for all concerned.

1.1.

The school is dedicated to ensuring that all students achieve their potential and will work in partnership with all stakeholders to achieve these aims (Article 28: Right to education, Article 29: Goals of education).

1.2.

The school is therefore required to have a policy to address parent/carer's behaviour that is unacceptable and has a detrimental effect on the good order and safety of the school. The school has a duty of care for both staff and children in order to ensure their collective and individual safety and well-being. This policy will outline the behaviours that are unacceptable to the school and what sanctions are available to deal with the behaviour.

1.3

This policy should be read in conjunction with the 'School Complaints Policy' as the School expects all parental concerns and complaints to be taken seriously and to be dealt with comprehensively and as far as possible in confidence. The School's complaints policy allows parents' complaints about school issues to be dealt with efficiently and sensitively and at the appropriate level.

This policy should also be read in conjunction with the 'Class Dojo Usage Policy', which details guidance and expectations around the use of Class Dojo for both parents/ carers and staff.

2. The Scope and Application of this Policy

2.1

The School will take a zero-tolerance approach and will not hesitate to take appropriate action to deal with any unacceptable behaviour which occurs on the school premises, or via school communication channels (such as Class Dojo). Action may include seeking legal advice, where necessary.

The following behaviours are not acceptable in our school:

- offensive language or malicious comments/ messages
- unwarranted and unnecessary correspondence taking up undue teaching and administrative time
- intimidation
- harassment
- disruptive behaviour
- racist, sexist, homophobic conduct
- incitement of others and threats or risk of injury
- offensive or derogatory comments regarding the school or any of the staff at the school on any Social Media site (see separate section)
- unnecessary communication outside of school hours

This policy does not affect the right of parents/carers or other parties to make complaints or raise concerns to the School.

3. Key principles

- All members of the school community have the right to expect that their school is a safe place in which children develop and learn (Article 3: Best interests of the child). There is no place for intimidation, violence, threatening behaviour, verbal or physical abuse or harassment in our school
- Clear documentary evidence is kept of any correspondence, action or decisions for a period of at least 12 months (this may include notes of conversations and/ or screen shots of direct messages)
- The school will fully investigate all valid concerns with the support of the governing body
- Any decisions will be fully communicated to the parent/carer
- Any parent behaving unlawfully will be reported to the police

4. Procedures

The School has a range of strategies to employ with any parent who persists with unacceptable conduct. Whilst these sanctions are set out in the policy by way of a sequential process, they can be initiated at any stage if, in the judgement of the Headteacher, the severity of the behaviour warrants such a level of intervention.

4.1

Verbal Warning/Mediation Meeting

A parent who displays any of the behaviour as described above will be asked politely to desist and offered the opportunity to discuss the matter in person on the first occasion.

4.2

Two Formal Written Warnings

A formal written letter will be sent to the parent where they continue to act unacceptably. This is signed by the Headteacher and Chair of the Governing Body and circulated to relevant internal parties to ensure that an informed and consistent approach can be adopted. This letter is kept on file of the child at the school (whose parents/carers have received the warning) for a period of twelve months. Should a further incident occur within this period, a second formal written warning will be issued.

4.3

Legal Sanctions

If a parent breaches the expected standard of behaviour as set out in the Parental Code of Conduct despite formal written warnings, then the school will seek Legal advice from the Local Authority.

4.4

Class Dojo

The school has a duty of care to both its staff and pupils to ensure their safety and wellbeing. The school will take appropriate action to deal with any unacceptable behaviour which occurs through the use of Class Dojo (comments, direct messages etc.).

Parents who do not use the messaging system correctly will be given one warning before being taken off ClassDojo.

5. Responsibilities:

5.1 School Governors

The School Governors are responsible for:

- approving School policy, procedures, and guidelines
- receiving reports; and any necessary documentation in the process of reviewing concerns and providing support to the Headteacher and Staff

The School Governors will monitor the level and nature of reports and review the outcomes annually or earlier if so determined by the Chair.

5.2 The Chair of Governors

The Chair of Governors is responsible for:

- monitoring the good order and safety of the School (Article 3: Best Interests of the Child)
- checking that the correct procedure is followed

5.3 Headteacher

The Headteacher is responsible for:

- the overall internal management of the procedures set out within this policy
- ensuring that the procedures are monitored and reviewed and reports made to the Governing Body
- the efficient operation and management of the policy and procedures
- training staff on how to deal appropriately with difficult parents
- keeping parents and staff informed of the procedures
- compiling reports

Some of these responsibilities can be delegated to the Deputy Headteacher, Phase Leaders and Class Teachers, as appropriate.

6. Information for Parents

6.1

The School will include in its prospectus advice to parents that there is a Parental Code of Conduct. The Parental Code of Conduct policy will be available via the School's website or directly from the School.

7. Monitoring and Review

7.1

The Headteacher will report to staff from time to time and to the Governing Body annually, or earlier if the Chair so determines, on the number and type of incidents and behaviours displayed by parents received and their outcomes.

8. Inappropriate use of Social Media

8.1

Parents are asked to use social media sites responsibly and that the School would expect parents to support the school in trying to educate children about 'cyber bullying' and to protect pupils from becoming victims of such behaviour.

Posting negative or offensive comments on social networking sites sets a poor example and could lead children to believe that 'cyber bullying' is in some way acceptable.

Further, if children have access to negative comments about their school and teachers, it could reduce their own confidence in the school and their respect for school staff, and this could damage their education. If parents have any issues or grievances, they should turn to the school in the first instance.

8.2

Any concerns parents/carers may have should be raised through the appropriate channels by speaking to the class teacher, Phase Leader, member of the Leadership Team, Headteacher or the Chair of Governors so they can be dealt with fairly, appropriately and effectively for all concerned.

8.3

In the event that any parent/carer of a child/children being educated at our school is found to be posting libellous comments on Facebook or any other social media sites, they will be reported to the appropriate authorities. Stanley Crook Primary School will also expect that any parent / carer remove such comments immediately.

8.4

In serious cases, School will also consider its legal options to deal with any such misuse of social networking or other sites.