



BINCOMBE VALLEY PRIMARY SCHOOL AND COMMUNITY NURSERY

Parent/Carer code of conduct policy

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Safeguarding Statement: The school is committed to safeguarding children and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

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Appropriate Governing Body Committee: Personnel and Finance Committee

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Parent/Carer Code of Conduct

Introduction

The purpose of this policy is to provide a reminder to all parents, carers and visitors to our school about the expected conduct of adults. This is so our school can continue to flourish in an atmosphere of mutual understanding, calmness and safety for all of the children.

Bincombe Valley Primary School and Nursery is a Rights Respecting School, which means that we put the rights of the child at the heart of everything we do. We are committed to improving children's well-being and promoting their safety. In our school we follow these simple values – the Bincombe Bees:

- Be happy
- Be determined
- Be honest
- Be individual
- Be respectful
- Be helpful

All of the relationships in school are based on these values and we expect all adults to model these to the children. We are very fortunate to have a supportive and friendly parent body. Our parents recognise that educating children is a process that involves partnership between parents, class teachers and the school community. Our parents/carers understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our school.

Purpose and scope

At Bincombe Valley Primary School, we believe it is important to:

- Work in partnership with parents to support their child's learning;
- Create a safe, respectful and inclusive environment for students, staff and parents;
- Model appropriate behaviour for our pupils at all times.

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 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.

Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school;
- Work together with staff in the best interests of our pupils;
- Maintain reasonable expectations for staff response to general communications (five working days);
- Treat all members of the school community with respect – setting a good example with speech and behaviour;
- Seek a peaceful and reasonable solution to all issues;
- Encourage positive behaviour from their child (or those in their care) at all times, whilst on school premises;
- Approach the right member of school staff to help resolve any issues of concern.

Behaviour that will not be tolerated:

- Unreasonable demands upon school staff to respond to a parental query, or expectations for staff to communicate outside of normal working hours;
- Continually taking up and wasting staff time;
- Making abusive or threatening calls/texts/emails or other written communication;
- Making serial and unreasonable complaints (please see Complaints Policy);
- Using offensive language on or near school premises;
- Shouting at members of the school staff, either in person or over the telephone;
- Exhibiting threatening behaviour (physical or verbal) towards school staff, other parents/carers or pupils;
- Damaging or destroying school property;
- The school does not permit electronic recordings of meetings or telephone calls by parents or staff without the explicit prior permission of all involved, and in agreement with senior leaders;
- Approaching someone else's child to chastise them because of their actions towards your own child (such an approach to a child may be seen to be an assault and have legal consequences);
- Smoking or consumption of alcohol or drugs whilst on or near school property. No smoking within 5 metres of the school boundaries.
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on Facebook or other social media platforms.

Breaching the code of conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school may take any of the following actions:

- Ending a meeting or conversation if threatening or aggressive behaviour is displayed;
- Send a warning letter to the parent;

- Not replying to communications that are offensive, abusive or derogatory;
- Insist that the adult communicates with the school through one member of staff only or via written communication only;
- Invite the parent into school to meet with a senior member of staff or the Headteacher;
- 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);
- Consider banning the offending adult from entering the school grounds.

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. The interests of the child will continue to be paramount.

We trust that parents will assist our school with the implementation of this policy, and we thank you for your continuing support of the school.