## Penygaer Primary School

# CODE OF CONDUCT FOR PARENTS/GUARDIANS POLICY

At Penygaer Primary School we are fortunate to have parents who are supportive and friendly. Our parents recognise that educating children is a process that involves partnership between parents, school staff and the school community. As a partnership, our parents 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/guardians to participate fully in the life of our school.

The purpose of this policy is to provide a reminder to all parents, guardians and visitors to our school about the expected conduct. This is so we can continue to flourish, progress and achieve an atmosphere of mutual understanding.

We expect parents/guardians and visitors to:

- Respect the caring ethos of the school
- Understand that both school staff 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
- Seek to understand a child's version of events in the context of the school's view in order to bring about a peaceful solution to any issue
- Approach the school to help resolve any issues of concern
- Avoid using staff as threats to admonish children's behaviour

In order to support a peaceful and safe school environment, the school will not tolerate parents, guardians and visitors exhibiting the following:

- Disruptive behaviour which interferes, or threatens to interfere, with the operation of a classroom, an employee's office, or any other area of the school grounds
- Using loud or offensive language, or displaying aggression or temper
- Threatening to do actual bodily harm to a member of the school staff, Governor, fellow parent/guardian or pupil
- Abusive, aggressive or threatening phone calls (see Appendix 1)

- Abusive, aggressive or threatening e-mails or text/voicemail/phone messages or other written communication
- Defamatory, offensive, or derogatory comments regarding the school, or any of the pupils/parents/staff/governors on any social media or online (see Appendix 2). Any concerns a parent/guardian may have must be made through the appropriate channels by speaking to the class teacher, the Headteacher or the Chair of Governors (please see the school's complaints policy) so they can be dealt with fairly, appropriately and effectively for all concerned
- Damaging or destroying school property
- The use of physical aggression towards another child or adult
- Approaching someone else's child in order to discuss with them, or chastise them
- Smoking and/or the consumption of alcohol or other drugs whilst on school property.

Should any of the above behaviour occur on school premises the school may feel it necessary to contact the appropriate authorities and, if necessary, ban the offending adult from entering the school grounds.

## The legal framework

• Section 547 of the Education Act 1996 makes it an offence for any person to be on school premises to cause or permit a nuisance or disturbance and allows for the removal and prosecution of any person believed to have committed an offence

• A parent of a child attending a school normally has implied permission to be on school premises at certain times and for certain purposes, but if the parent's behaviour is unreasonable, this permission may be withdrawn

• This also applies to all other individuals invited into the school for other reasons

• Parents, carers or other visitors exhibiting unacceptable behaviour could have a ban which prevents access to the school premises imposed on them

• Should they ignore this ban, they would then become a trespasser on the school site

• The Governing Body, in conjunction with the Headteacher will take the lead in authorising the removal of a person believed to be causing a nuisance or disturbance, and, if necessary, will bring legal proceedings against them.

## Unacceptable behaviour by parents, carers or visitors may result in the local authority and the police being informed.

- If a parent/carer/visitor behaves in an unacceptable way towards a member of the school community, the head teacher or appropriate senior staff will assess the level of risk before deciding on a future course of action
- The Headteacher/senior leader may seek to resolve the situation through discussion and mediation
- This may include meeting the parent, clarifying the school's expectations and agreeing strategies to manage future incidents
- If necessary, the school's complaints procedures will be followed
- Where all procedures have been exhausted and aggression or intimidation continues OR where there is an extreme act of violence then further action may be taken including banning the individual from school premises.
- In some circumstances, the individual would be advised in writing by the headteacher that following the incident of unacceptable behaviour, a ban is being considered. They would then be given an opportunity to explain their actions, after which a decision would be made about imposing the ban
- In more serious circumstances a parent/carer or visitor may be banned from the school premises by the chair of governors for a specified period of time, subject to review
- In this situation the parent/carer/visitor will be given an opportunity to explain their behaviour, after which a decision will be taken to confirm, remove or extend the ban
- If after a ban has been imposed, and the individual comes on to school premises, the Police would be called immediately
- The Governing Body would then decide, in conjunction with the local authority what further action is deemed necessary

## Banning Procedures In imposing a ban the following steps will be taken: -

1. The parent/carer/visitor will be informed, in writing, that she/he is banned from the premises (subject to review) and of the consequences if the ban is breached.

2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the local authority and the police will be included.

3. The local authority will be informed of the ban.

4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

5. A review date for consideration of the ban will be decided upon and communicated to the parent/carer/visitor

6. Following the review the outcome will also be communicated to the parent/carer/visitor.

## Conclusion

The local authority may also take action where behaviour is unacceptable or there are serious breaches of our home-school code of conduct or health and safety legislation.

In implementing this policy, the school will, as appropriate, seek advice from the Local Authority's education, health and safety and legal departments, to ensure fairness and consistency.

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

Yours sincerely,

Mrs Helen Conway

Headteacher

Appendix 1 – Abusive, Aggressive or Threatening Telephone Calls

• Whilst dealing with a telephone call of this nature, staff will remain calm and maintain a professional manner. They will not enter into an argument.

• Staff will request the name of the caller and the nature of the call. If the caller refuses staff may ask for assistance from a head teacher or manager.

• If the caller continues to be abusive, aggressive or threatening, they will be informed that abuse in any form will not be tolerated

• If the caller continues in the same manner, staff will warn them that the call will be terminated

• If the behaviour does not improve, staff will inform them that the call is being terminated.

• At the end of the call, staff will report the incident to the head teacher or manager for further action

Appendix 2 - Inappropriate Use of Social Network Sites Social media websites and apps are being used increasingly to fuel complaints against schools, Headteachers, school staff, and in some cases other parents or pupils. The Governing Body of Penygaer Primary School considers the use of social media in this way as being unacceptable and not in the best interests of the pupils or the whole school community. Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, Headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned. (Please see Complaints Policy available on the school website).

If any pupil or parent/guardian of a child/ren being educated at Penygaer Primary School is found posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the social network site and to the LEA. All social network sites have clear rules about the content which can be posted on their platforms, and they provide robust mechanisms to report contact or activity which breeches this. The school will also expect that any parent/guardian 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. Any issues of cyber bullying and the use by any parent/guardian or pupil to publicly humiliate another by inappropriate social network entry will be treated as a serious incident of school bullying and the appropriate authorities may be involved. Thankfully such incidents are rare.

We kindly ask that parents/guardians make all persons responsible for collecting their children aware of this policy.

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| Signed: Mrs Helen Conway (Headteacher) |  |
| Signed: Mr Richard Samuel (Chair of Governors) |  |