



Thistly Meadow Primary School PARENT, CARER AND VISITOR CODE OF CONDUCT

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At Thistly Meadow Primary School we are very fortunate to have supportive and friendly parents.

Educating children is a process that involves a partnership between home and school and the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we welcome and encourage parents/carers to participate fully in the life of our school.

The purpose of this policy is to provide a reminder to all parent/carers and visitors to our school about expected conduct so that we can work together to ensure a safe and positive school environment for our children.

RESPECT AND CONCERN FOR OTHERS

At Thistly Meadow Primary School we believe it's important to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, 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.

PARENTS

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)

OUR EXPECTATIONS

This guidance also supports the implementation of the Home-School Agreement. We expect parents and carers to show respect and concern for others by: -

- Respect the ethos, vision and values of our school

- Working 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 and positive solution to all issues
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct reinforcing the school's behaviour policy
- Approach the right member of school staff to help resolve any issues of concern
- Respecting the learning environment appropriately (both in school and off site)
- Parking with consideration and respect for others when delivering and collecting children from school.

UNACCEPTABLE BEHAVIOUR

In order to support a peaceful and safe school environment, the school does not tolerate:

- Disruptive behaviour which interferes with the operation of a classroom, an office area or any other part of the school grounds, (including events on the school grounds and sports team matches)
- Swearing or using loud and/or offensive language
- Threatening another member of the school community or the use of physical aggression towards another adult or child. This includes approaching someone else's child in order to discuss or chastise them and physical punishment against your own child on school premises.
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Use of physical punishment against your child while on school premises
- Discriminatory comments
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Physically intimidating a person i.e. standing very close to them
- Seeking unsolicited contact and/or seeking contact details of another parent by any means (parent/friend, social media, chat groups etc.) for the purposes of raising a concern regarding your child/their child. Please bring any concerns to a member of staff's attention.
- Sending abusive messages to another member of the school community, including via text, email, social media or chat groups.
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on any social media platforms or chat groups.

- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific licensed event)
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than guide dogs)

SCHOOL ACTION AND LEGAL CONSEQUENCES

School premises are private property and parents will generally have permission from the school to be on school premises. However, in cases of abuse or threats to staff, pupils or other parents, the schools may ban parents from entering the school in line with section 547 of the Education Act 1996.

Some actions may constitute an assault with legal consequences:

- Damaging or destroying school property
- Abusive, threatening, malicious or inflammatory emails, phone or social network messages (see below)
- Smoking and consumption of alcohol or other drugs or accessing the school site whilst intoxicated

The above behaviours on school premises will be reported to the appropriate authorities and the school may prohibit an offending adult from entering the school grounds to safeguard our school community.

If there are reasonable grounds for suspecting that someone has committed an offence under section 547 then the offender can be removed from the school. The removal may be effected by a police officer or a person authorised by the Local Authority.

SOCIAL MEDIA

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Head teachers, school staff, and in some cases other parents/pupils. Thistly Meadow Primary School considers the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels by speaking to the Class Teacher, the Head teacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil or parent/carer of a child/ren being educated at Thistly Meadow Primary School is found to be posting libelous or defamatory comments on Facebook (**either in private groups or public posts**) or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which

breaches this. The school will also expect that any parent/carer or pupil removes such comments immediately.

WHATSAPP/PRIVATE MESSAGE GROUPS

We know that parents find WhatsApp groups useful for topics such as reminders about trips, PE days and lost coats etc. We expect all parents in such groups to follow group rules on behaviour and conduct in keeping with this policy and the school's ethos. If you are an admin of such a group, we expect that you ensure all parties joining the group agree to follow and abide by the rules and you will take action if such a person does not follow them. A suggested set of rules is below:

Be Kind and Courteous:

We're all in this together to create a welcoming environment. Treat everyone with respect and kindness, even when you disagree.

No Hate Speech or Bullying:

Bullying, harassment, and degrading comments about race, religion, culture, sexual orientation, gender, or identity will not be tolerated.

No Promotions or Spam:

Give more than you take to this community. Self-promotion, spam, and irrelevant links are not allowed.

Respect Everyone's Privacy:

What's shared in the group should stay in the group. Being part of this community requires mutual trust and respect for others' private information.

Stay on-Topic:

Keep discussions relevant to the group's purpose to maintain focus and value for all members.

Mindful Language:

Use respectful, considerate, and appropriate language at all times. Offensive language, profanity, and vulgarities are not permitted.

Follow the Parent and Visitor Code of Conduct for Thistly Meadow Primary School:

Adhere to the code of conduct for general community standards and guidelines for content and behaviour, including social media.

Report Issues:

If you encounter any violations of these rules, please report them to the group admin.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking, groups and other sites.

CYBER BULLYING

Additionally, staff in schools may become targets of abuse by cyber bullying which can have a significant impact on their health and wellbeing. This may consist of threats, harassment, embarrassment, humiliation, defamation or impersonation. It may take the form of general insults or prejudice based abuse e.g. homophobic, sexist, racist and other forms of discrimination. It may involve email, virtual learning environments, chat rooms, websites, social networking sites, mobile and landline phones, digital cameras, games and virtual world sites.

The school operates a zero tolerance policy towards direct or indirect harassment, assault or bullying against any member of staff, volunteers and governors. This includes the use of cyber bullying and electronic communications to facilitate the act.

In serious cases the school will consider its legal options to deal with any such misuse of social networking and cyber bullying, and will obtain guidance from its Legal Services team at the Local Authority, Leicestershire County Council.

PUBLICATION OF DIGITAL MEDIA

Parents/carers and visitors are strictly prohibited from making available photographs or videos of pupils and staff at Thistly Meadow to the public domain. This includes paper publications and social media sites such as, but not limited to, Facebook, Instagram, You Tube etc. This applies to all school events such as performances, sports days, special events, PTA events etc.

In the event that any pupil or parent/carer of a child/ren being educated at Thistly Meadow Primary School is found to be posting digital content in the public domain such as, but not limited to, the sites above, the school will expect that any parent/carer removes such content immediately.

PROCEDURE

If a parent/carer behaves in an unacceptable way towards a member of the school community, the Head teacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. The school may write to the parent putting in place measures to ensure behaviour is appropriate and supportive of our school community. This could include dropping off children at an agreed place (gate or office), meet and greet with support staff, not entering the office, contact with certain staff only etc. This list is not exhaustive and will depend on the individual circumstances.

Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent or carer may be banned by the Head teacher from the school premises for a period of time, subject to review. However, this may be with **immediate** effect if the Head teacher believes there is a potential health and safety risk to staff or pupils. In imposing a ban, the following steps will be taken:

1. The parent/carers will be informed, in writing, that he/she is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that police involvement or an injunction application may follow.
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 Chair of Governors/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.

The Local Authority itself may take action where behaviour is unacceptable or there are serious breaches of this policy 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.

REPORTING

Incidents may be reported to the local Police and the Local Authority and will be recorded on the Local Authority's Health and Safety reporting system, Assessnet. Clear, detailed records of events including witness statements will be kept and may be used in any following legal action.

We trust that parents, carers and visitors will fully support this Code of Conduct.

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