



Parent and Carer Code of Conduct

Category: Non-Statutory	Approved by: TLC (Teaching Learning & Care Committee)
Last Approved: May 2024 by Full Governing Body	Next Approval due: May 2027
Initial Review by: Head Teacher	Formal Review by: Teaching Learning & Care Committee
Linked Policies:	

Our Christian vision:

Built on the rock of Christian faith, we work as a community to create an environment which enables all to flourish. Jesus welcomed all and we embrace diversity, celebrating our different gifts and successes. Like St Peter, we are motivated by our values, learn from our mistakes and strive for the best outcome for everyone.

Introduction

At Woolhampton Church of England Primary School, we are very fortunate to have a supportive and friendly school community. Our parents and carers recognise that educating a child is a process that involves families, staff and the wider school community. As a partnership, our parents and carers will 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 and carers to participate fully in the life of our school. The purpose of this policy is to provide a reminder to all parents, carers and visitors to our school about the expected conduct. This is to enable all to flourish, progress and achieve in an atmosphere of mutual understanding and respect.

Aims and Objectives

At Woolhampton CE 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 parent code of conduct aims to help the school work together with parents and carers by setting guidelines on appropriate behaviour.

We use the terms “parents” and “carers” to refer to:

- The natural parents of a child
- Anyone with parental responsibility (defined under the Children Act 1989)
- Anyone looking after a child (such as grandparents or child-minders)

Christian Values

Our Christian values, based around the life of the patron saint of our village church St Peter – ‘The Rock’, are very important to us and are at the centre of everything we do.

It is our belief that Woolhampton CE Primary School will be ‘the rock’, a safe and secure place that will ‘enable all to flourish’.

Our school is a place where, regardless of background or ability our children will flourish, and we will empower them to take responsibility within their communities and become courageous advocates for change.

We will celebrate success and everyone will know what it feels like to achieve and be the best they can be.

By the time a child leaves Woolhampton CE Primary School they will have had the opportunity to become a valued member of a Christian family where they are loved and cared for. Everyone will have experienced a rich, varied and exciting curriculum, gaining the knowledge and skills to be resilient and thrive.

We have identified 4 core Christian values that are particularly special to us

Respect

We believe in upholding high levels of respect for all, where everyone is valued and appreciated.

Optimism (in biblical terms ‘hope’)

We believe that optimism doesn't mean pretending life is always wonderful. Optimism means embracing reality. We accept that there will be bad days, but also many good days. When we are grounded in reality, we know where we are and how far we need to go. Once we know how far our goal may be from where we are, optimism can give us the motivation to make plans to get to where we want to go.

Compassion

We believe that compassion, kindness and care are at the core of good human nature and are the basis for successful futures and positive relationships. Compassion is about

'standing in someone else's shoes' when they are having a hard time. In other words, trying to understand how they might be feeling and doing our best to try to help.

Koinonia (community)

How Christians come together as a family. The members of our school family are interdependent: all are needed and valued and each person is important to the whole. We are working together to ensure all feel included and valued. Koinonia comes from the Greek word meaning community or fellowship. This shows the special relationship we have with each other where as a community we look after each other, where we are welcomed and accepted, no matter who we are. We come together with Christ at the centre of our school.

We encourage all children to reflect on and articulate our Christian values. These are our motivation for valuing every child, inspiring us to strive for the best outcomes for each individual. These core Christian Values underpin our practice, guiding how we deal with day to day life.

As well as following the guidance set out in our Home-School Agreement, we expect parents, carers and visitors to:

- Respect the ethos, vision and values of our school
- Work together with staff in the best interests of our pupils
- Treat all members of the school community with respect and kindness including setting a good example with speech and behaviour
- Seek to clarify a child's version of events with the school's view, to bring about a peaceful solution to any issue.
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach an appropriate member of school staff to help resolve any issues of concern
- Avoid using staff as a threat to admonish children's behaviour.

To support a peaceful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following behaviour:

- Disruptive behaviour which interferes or threatens to interfere with school operations including classrooms, staff office areas or any other area of the school grounds including sports events.
- Breaching or disregarding school security procedures, including attempting to gain entry to any part of the school without permission and appropriate supervision
- Swearing, using offensive or profane language (including on the phone)
- Displaying a temper, shouting at members of staff, pupils or other parents/carers
- Threatening to physically harm any member of the school community
- Sending abusive or threatening messages to another member of the school community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms

- The use of physical aggression towards another adult or child. This includes physical punishment against your own child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than registered assistance dogs)

We would expect that parents and carers will make all persons responsible for collecting children aware of this policy.

Breaching the code of conduct

If the school suspects, or becomes aware, that a parent/carers has breached the code of conduct, the school will gather information from those involved and speak to the parent/carers about the incident.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent/carers
- Invite the parent/carers 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)
- Ban the parent from the school site

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.

Appendix 1: Initial warning letters

Dear [parent name],

I've received a report about your conduct on [time and date].

[Summary of incident, including location, and the effect on staff, pupils and other parents.]

If the incident is minor, add:

This behaviour is not in keeping with our parent code of conduct. [Please find a copy attached to this letter.]

If the incident is more serious, add:

As written in our parent code of conduct, we do not tolerate this kind of behaviour in our school. [Please find a copy attached to this letter.]

We believe that all staff, pupils and parents are entitled to a safe, respectful and inclusive environment, and that parents are as responsible for creating this environment as school staff.

Continue with:

Further breaches of the code of conduct may result in a ban from the school premises.

If you want to invite the parent in for a meeting, add:

I'd like to invite you in to school to discuss this incident, and how we can work together to prevent similar issues in the future.

Please contact the school office on [phone number] to book an appointment.

Yours sincerely

Headteacher

Model letter banning a parent from the school site

Dear [parent name],

I am writing to inform you that, after consultation with the chair of governors, I am banning you from the school site until [date].

You can also choose to ban a parent permanently. In that case, amend the sentence above.

Despite previous correspondence and conversations about your conduct, there have been further breaches of our parent code of conduct.

[Include details of the incidents, including dates, locations and effects on staff/pupils/other parents for every relevant incident.]

If you do not comply with the ban, I will arrange for you to be removed from the grounds and you may be prosecuted under Section 547 of the Education Act 1996.

If you would like to raise a complaint, you can do so using the school's complaints procedures, which are available on our website.

Yours sincerely

Headteacher