



Stonesfield Primary School

Learning together to achieve our best

Code of Conduct for Parents, Carers, Visitors and Family Members

Date approved by governors: November 2021

Review date: November 2023



**OXFORDSHIRE
COUNTY COUNCIL**



Stonesfield Primary School
Learning together to achieve our best

Stonesfield Primary School sets high academic standards for all our pupils: supporting and challenging everyone to achieve their best. Our ambitious curriculum teaches our pupils to succeed on life's journey by developing confident and resilient children who become knowledgeable, active citizens caring for our planet. We are kind and inclusive, we celebrate individuals, and we promote respect of ourselves, others and our locality. We value the wellbeing of our staff and pupils by promoting good physical and mental health and fostering a warm, nurturing, safe environment.

At Stonesfield Primary School we are very proud and fortunate to have a dedicated and supportive school community. As staff we endeavour to model the values embodied in our mission statement, The Stonesfield Way, and expect all visitors and family members to also.

At our school the parent body, staff, governors, and friends of the school all recognise that the education of our children is a true partnership. As a partnership we are aware of the importance of good working relationships which enable the children in our care to grow with the necessary skills for adulthood.

This Code of Conduct is aimed at parents, carers and other family members and serves as a reminder of the expectations of the behaviour of all those connected with the school. Our school also has a Code of Conduct for staff and volunteers.

We understand that everyday frustrations can cause misunderstandings and have a negative impact on our relationships. Establishing when and why this happens is important. Parents and carers should know that we will always remain committed to resolving difficulties in a constructive manner through open, positive dialogue.

Therefore, this policy aims to:

- Identify a framework for good working relationships
- Clarify the types of behaviour that cannot be tolerated
- Set out the actions the school can take should this code be ignored or where breaches occur.

Good Working Relationships

Stonesfield Primary School has an open-door policy which means we pride ourselves on being available to parents and carers. We will always make every effort to meet and discuss any issues at the earliest opportunity.

We plan opportunities to encourage all parents to feel welcome in school. Parents and carers are encouraged to attend the events on offer, these include for example: Stay and Learn sessions, Forest School volunteering, Meet the Teacher and curriculum information evenings.

We actively welcome family members volunteering and helping in the classroom, Forest School and on school trips.

Parents evenings are held three times a year to provide an update on a child's progress. At these meetings we also advise on supporting pupils' learning at home.

Staff are usually available at the end of a school day for an informal conversation. A formal meeting can be arranged by contacting the school office.

Staff will phone home with any concerns. All accidents are recorded and an incident form sent home; staff will also phone home if accidents involve bumps to the head.

In the summer term the school uses a parent survey and a series of forums to canvass views and opinions as they are important to us.

Governors work closely with school staff to support good working relationships. They are available to listen and act as mediators if required.

Behaviour that cannot be tolerated:

This can be defined as behaviour which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises:

- Using loud or offensive language or displaying temper.
- Threatening in any way, a member of staff, visitor, fellow parent/carer or pupil.
- Damaging or destroying school property.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the school community.
- Defamatory, offensive, derogatory comments regarding the school or any of the pupils/parents/staff/governors at the school on Facebook or other social media or online sites
- Comments which breach a staff member or pupil's right to confidentiality
- The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of your own child on school premises.
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences.)
- Smoking, taking illegal drugs or the consumption of alcohol on school premises. (Alcohol may only be consumed during authorised events.)
- Dogs being brought on to the school premises (other than guide dogs).
- Taking photographs without permission.
- Using mobile phones in the building.

Should **any** of the above occur on school premises or in connection with school, the school may feel it is necessary to take action by contacting the appropriate authorities and/or regrettably, consider banning the offending adult from entering the school premises altogether.

What happens if someone ignores or breaks the code?

In the event of any family member or visitor to the school breaking this code then proportionate actions will be taken as follows;

In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will in the first instance be referred to Thames Valley Police. This will include any or all cases of threats or violence and actual violence to any child, staff or governor in the school. This will also include anything that could be seen as a sign of harassment of any member of the school community, such as any form of insulting social media post or any form of social media cyber bullying. In cases where evidence suggests that behaviour would be

tantamount to libel or slander then the school will refer the matter to the County Council's Legal Team for further action. In cases where the code of conduct has been broken but the breach was not libellous, slanderous or a criminal matter, then the school will send out a formal letter to the parent/carer with an invitation to attend a meeting.

If the family member declines to attend the meeting then the school will write to the person and ask them to stop the behaviour causing the concern and warn that if they do not they may be banned from the school premises. If after this behaviour continues the person will again be written to and informed that a ban is now in place.

Note: (1) a ban from the school can be introduced without having to go through all the steps offered above in more serious cases.

(2) Site bans will normally be limited in the first instance.

Concerns and complaints

This code of conduct does not prevent parent/carers or family members from raising a legitimate concern or complaint in an appropriate fashion.

In most cases we hope that all complaints and concerns can be resolved through open dialogue with class teachers or other members of staff as appropriate.

Where you are not satisfied with responses received however, we would then direct to the complaints procedure. This is available on the school's website but a paper copy can be made available by contacting the school office.

Issues of conduct with the use of Social Media

Most people take part in online activities and social media. It's fun, interesting and keeps us connected. There are various online school groups managed by parents for parents, such as class Whatsapp groups, and they can be a positive source of knowledge, support and advice. Within these spaces however we ask family members to be reflective when discussing school life online.

Think before you post

We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents or pupils.

We take very seriously inappropriate use of social media to publicly humiliate or criticise another parent, pupil or member of staff.

If parents have any concerns about their child in relation to the school they should:

1. Initially contact the class teacher
2. If the concern remains they should contact the headteacher
3. Use the school's complaints procedure

Online activity which we consider inappropriate:

- Identifying or posting images/videos of pupils (other than your own)
- Abusive or personal comments about staff, pupils or other parents
- Bringing the school in to disrepute
- Posting defamatory, libellous comments
- Posting comments which breach a person's right to confidentiality
- Emails circulated or sent directly with abusive or personal comments about staff or pupils
- Using social media to publicly challenge school policies or discuss issues about individual children
- Threatening behaviour, such as verbally intimidating staff, or using bad language
- Breaching school security procedures

At our school we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above.

Thank you for reading and abiding by this policy in our school. Please note: parents/carers should make sure all persons collecting their children are aware of this policy.

Together we can create a positive and uplifting environment, not only for the children to flourish, but also for all who work in and visit our school.