



Code of Conduct for Parents and Carers

William Fletcher School is a Rights Respecting School, this policy reflects Articles 17 (access to information) 24 (a safe environment) 28 (right to education) of the UN convention on the rights of the child.

At William Fletcher Primary School we are very proud and fortunate to have a very dedicated and supportive school community. At our school the parents and carers, staff, governors, all recognise that the education of our children is a partnership between us all.

We place great importance on developing sound working relationships as we equip all of our children with the necessary skills for adulthood.

We actively welcome and encourage parents and carers to participate fully in the life of our school. Together we create a positive environment not only for the children but also for all who work in and visit our school.

The purpose of this policy is to provide a reminder to all parents, carers and visitors to our school about the expectations around the conduct of all parents and visitors connected to our school. Our aim is to clarify which behaviours are not acceptable and we seek parental agreement to these expectations. We also outline what steps the school will take should a breach occur. A separate, similar Code of Conduct is already in place for all employees and school Governors.

We understand that everyday frustrations can sometimes cause misunderstandings and we are committed to resolving any problems, in a constructive manner, through open and positive dialogue.

We ask that you read and abide by the Code of Conduct and also make it clear to any persons who may be accompanying your child/children to or from school.

Behaviour that will not be tolerated:

- Disruptive behaviour which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises.
- Any inappropriate behaviour on the school premises, such as loud or offensive language or displaying anger.
- Threatening in any way, a member of staff, visitor, fellow parent/carer or pupil.
- Damaging or destroying school property.
- Weapons of any description.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the school community.
- Using social media to place defamatory, offensive or derogatory comments regarding the school or any of its pupils, parents/carers, staff or governors.
- 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).

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 sadly, consider banning the offending person from entering the school premises altogether.

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 the school's Facebook pages, and they can be a wonderful source of knowledge, support and advice.

We ask, however, that in your use of social media, whether public or private, you use common sense and discretion when discussing school life online. We take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above.

Think before you post and avoid:

- Identifying or posting images/videos of pupils
- Abusive or personal comments about staff, pupils or other parents
- Bringing the school in disrepute
- Posting defamatory or libellous comments
- 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

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

What happens if someone ignores or breaks the code?

In the event of any parent/carer or visitor of 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 Councils Legal Team for further action. In cases where the Code of Conduct has been broken but the breach was not libellous, slanderous or criminal matter, then the school will send out a formal letter to the individual with an invitation to a meeting.

If the individual will not attend the meeting, then the school will write to them and ask them to stop the offending behaviour and advising that if they do not, they may be banned from the school premises. If after this, the behaviour continues, the individual will again be written to and informed that a ban is now in place.

A ban from the school can be introduced without having to go through all the steps offered above in more serious cases.

Site bans will normally be limited in the first instance.

Complaints Procedure

This Code of Conduct does not prevent individuals from raising a legitimate 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 ask that you then follow the complaints procedure as laid out in our school complaints policy. This is available on the school's website, but if you would prefer please contact the school office and we can arrange for a hard copy to be made available.

If parents/carers have any concerns about their child in relation to the school, as we have said above, they should:

1. Initially contact the class teacher
2. If the concern remains, contact the headteacher
3. If still unresolved, take the matter to the school governors through the complaint's procedure

Policy Name	Code of Conduct for Parents and Carers
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