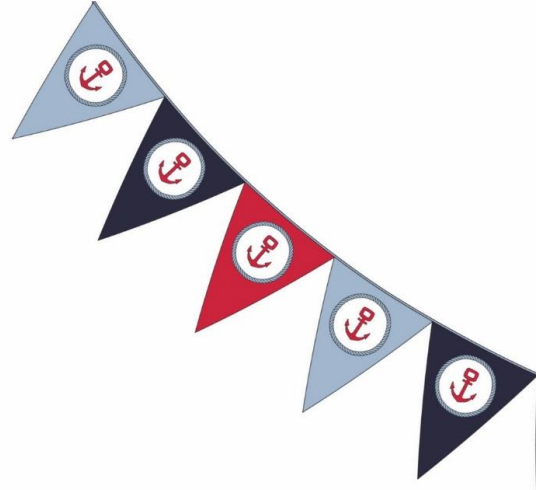




MERIDIAN COMMUNITY
PRIMARY SCHOOL
AND NURSERY

Learning for Life



Parent code of conduct

Approved by: Governors

Last reviewed on: January 2024

Next review due by: January 2026

1. Purpose and scope

At Meridian Community Primary School & Nursery 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

In this policy we use the term 'parents' to refer to:

- Anyone with parental responsibility or guardianship for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

We recognise that educating children is a process that involves partnership between parents, the school and the wider school community. All parents choose to send their child to Meridian as they support the vision, values and policies that we use in order to provide the best learning environment for the children. As a partnership, our parents will understand the importance of a good working relationship with the school to equip children with the necessary skills for their education. For these reasons welcome and encourage parents/carers to participate fully in the life of our school.

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), pupils (through our behaviour policy) and parents (through the parent code of conduct).

This code of conduct is an unsigned agreement which provides a reminder to all parents, carers and visitors to our school and of their expected conduct.

Ultimately we all want the same thing and that is for your child to be safe, happy and learning in school. However we would ask parents to consider their request to be within the scope of what the school is able to offer.

2. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school
- Work together with staff in the best interests of children
- Treat all members of the school community with respect – setting a good example with language and behaviour
- Seek a positive solution to all issues
- Correct their own child's behaviour (or those in their care), particularly on site, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern. This might not necessarily be a senior leader.
- Be aware of the school's time frames in terms of responding to concerns.
- Be supportive of the no excuse, for abuse protocol in Appendix 2
- Report any abusive behaviour witnessed that is targeted at staff to the leadership team.

3. Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds)
- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Threatening a member of the school community
- Sending abusive messages to a 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 all social media platforms or electronic communication – see Appendix 1

- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult (including school staff): see No excuse for abuse poster (appendix 2)
- Disciplining another person's child on school premises – please bring any behaviour incidents to a member of staff's attention
- Smoking, vaping 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 guide dogs)
- Repeatedly demanding an action from a member of staff if this has already been resolved
- Requesting unreasonable demands which the school does not have the capacity to support your child with.

4. Breaching the code of conduct

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

Depending on the nature of the incident, the school may then take any of the following action:

- Send a warning letter to the parent: see Appendix 3
- Invite the parent into school to meet with a senior member of staff or the headteacher
- Contact the appropriate authorities including the police (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 in line with [government guidance](#): see appendix 4
- Follow the restricted communication guidance set out in our complaints policy

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 (*Controlling access to school premises, Department for Education*).

The headteacher will consult the chair of governors before banning a parent from the school site.

Appendix 1: Inappropriate use of social network sites

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents or pupils. The Department for Education/Government and Governors of Meridian Community Primary School & Nursery considers the use of social media websites being used in this way as unacceptable.

Any concerns you may have about the school or your child/children must be made through the appropriate channels by speaking to the class teacher, the Headteacher or the Chair of Governors, where they will be dealt with fairly, appropriately and effectively for all concerned.

Libellous or Defamatory posts

In the event that any pupil or parent/carer of a child/children at Meridian is found to be posting libellous or defamatory comments on Facebook, What's App or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. Any evidence of these comments will be dealt with and treated as a breach of this policy.

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.

Cyber Bullying

We take very seriously the use of cyber bullying by one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying. The school will also consider its legal options to deal with any such misuse on social networking and other sites.

Online parent groups

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 Facebook pages and WhatsApp groups and they can be a wonderful source of knowledge, support and advice. We encourage you to join in and positively participate if you wish. Within these spaces however we ask that you use common sense 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 by a parent to publicly humiliate or criticise another parent, pupil or member of staff.

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

Appendix 2: No excuse for abuse protocol



NO EXCUSE FOR ABUSE

Welcome to Meridian Community Primary School & Nursery. All members of staff have the right to work without fear of violence and abuse. We expect parents and other visitors to behave in a reasonable way towards members of school staff. We will act to ensure it remains a safe place for pupils, staff and all other members of our community. If you have concerns, we will always listen to them and seek to address them.

We understand that people can become angry when they feel that matters about which they feel strongly about are not being dealt with as they wish.

If that anger escalates into aggression towards our staff, we consider that unacceptable.

We adopt a 'zero tolerance' approach to anti-social, abusive, aggressive or violent behaviour. Any person who is aggressive or abusive towards a member of staff or who damages the property may be reported to the police and be banned from the school premises.

Aggressive or abusive behaviour will not be tolerated including:

- Language (whether verbal or written) that may cause staff to feel afraid, threatened, offended or abused
- Personal verbal abuse and intimidation
- Derogatory remarks and rudeness
- Remarks of a racial or discriminatory nature
- Unsubstantiated allegations

Appendix 3: Initial warning letter from the headteacher

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 and/or restricting your communication with the school.

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

Appendix 4: 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

Appendix 5: Model letter restricting communication of a parent

Dear [parent name],

I am writing to inform you that, after consultation with the chair of governors, I am restricting your communication with the school 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