



THE
WESTCLIFFE
FEDERATION

Parent, Carer and Visitor Code of Conduct Policy

Approved by: Governing Body

Date: September 2022

Next review due by: September 2024



Code of Conduct

This Code of Conduct is an unsigned agreement between the Parent, Carer, Visitor and all schools within the Westcliffe Federation of schools.

At Westcliffe we are very proud and fortunate to have a very dedicated and supportive school community. At our schools the staff, governors, parents and carers all

recognise that the education of our children is a partnership between us.

We expect our school community to respect our school ethos, keep our school tidy, set a

good example of their own behaviour both on school premises and when accompanying

classes on school visits.

In addition we also expect our parents, carers and visitors to keep our children safe by

adhering to the school's request to park safely outside the school gates during morning and afternoon collections.

As a partnership we are all aware of the importance of good working relationships and all

recognise the importance of these relationships to equip our children with the necessary

skills for their education. For these reasons we will continue to welcome and encourage

parents and carers to participate fully in the life of our school.

Purpose

The purpose of this code of conduct is to provide the expectations around the conduct of all parents, carers and visitors connected to our school.

We are committed to resolving difficulties in a constructive manner, through an open and

positive dialogue. However, we understand that everyday misunderstandings can cause

frustrations and have a negative impact on our relationships. Where issues arise or misconceptions take place, please contact your child's teacher or the Headteacher, who will be available to meet with you and go through the issue and hopefully resolve it. We do appreciate how upsetting or frustrating things can be but we will not tolerate verbal abuse to our staff. Where issues remain unresolved, please follow the school's complaints procedure. This is available on the school website or a copy can be requested from the school office.

Behaviour

The code of conduct also sets out the actions the school can take should this code be ignored or where breaches occur.

Behaviour by parents, carers, visitors that will not be tolerated:

- **Disruptive behaviour which interferes or threatens to interfere with any of the schools normal operation or activities anywhere on the school premises.**
- **Any inappropriate behaviour 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 child.**
- **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 or derogatory comments regarding the school or any of the pupils/parents/carers/staff/governors at the school on Facebook or other sites**
- **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/therapy dogs/reading 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 or consider banning the offending adult from entering the school premises.

Thank you for abiding by this code in our school. Together we create a positive and uplifting environment not only for the children but also all who work and visit our school.

It is important for parents and carers to make sure any persons collecting their children are aware of this policy.

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 the 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, (facebook posts/WhatsApp groups) then the school will refer the matter to the schools legal advisers 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 invite to a meeting.**
- **If the parent/carer refuses to attend the meeting then the school will write to the parent/carer and ask them to stop the behaviour causing the concern and warn that if they do not stop the behaviour, they may be banned from the school premises.**

- **If after this, behaviour continues, the parent/carer 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.

(3) Where an individual persists in causing a nuisance on the school site despite a ban being in place, the police have powers to remove them from the site and criminal proceedings may be brought under section 547 of the Education Act 1996. If convicted, you could be fined up to £500.

Please note that the head teacher has the power to ban/evict anyone from their school site if they feel there is a threat to themselves, staff, children or other parents.

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.

Social media can include:

- Facebook
- WhatsApp
- Instagram
- Snap Chat

'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/carers or children.

We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise the school, another parent/carer, member of staff or child.

If parents 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 they should contact the Headteacher**
- 3. If still unresolved, the school governors through the complaints procedure**

They should not use social media as a medium to air any concerns or grievances.

Online activity which we consider inappropriate:

- **Identifying or posting images/videos of children**
- **Abusive or personal comments about staff, governors, children or other parents/carers**
- **Bringing the school in disrepute**
- **Posting defamatory or libellous comments**
- **Emails circulated or sent directly with abusive or personal comments about staff or children**
- **Using social media to publicly challenge school policies or discuss issues about individual children or members of staff**
- **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.

Action of School

We shall record all incidents of unacceptable behaviour. This recording will be regularly reviewed and if required, we shall involve the appropriate authorities to assist with further action.

To discuss an issue/concern with any member of staff, an appointment will be necessary and arranged through the school office. We shall endeavour to assist as soon as possible but immediate appointments are not always possible. As a precaution, two members of staff may attend these meetings.

If during a meeting the behaviour of the visitor/parent/carer is unacceptable, the meeting will be stopped, and the visitor/parent/carer will be asked to leave the site immediately. If necessary, we'll have no hesitation in asking for support from the Police, who we have a good relationship with.