

CODE OF CONDUCT

Code of Conduct for parents, carers & visitors

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

As a partnership we are aware of and recognise the importance of good, solid working relationships to equip all of our children with the necessary skills for adulthood. For these reasons we will continue to welcome and encourage parents and carers to participate fully in the life of our school.

Our school already has a code of conduct for all our employees. The purpose of this code of conduct is to provide a reminder to all parents, carers and visitors to our school about the behaviour conduct expectations within our school environment and online. We understand that everyday frustrations can cause misunderstandings and have a negative impact on our relationships. Establishing where this happens, that we remain committed to resolving difficulties in a constructive manner through open positive dialogue is however essential. In this way we can continue to flourish and progress to achieve, in an atmosphere of mutual understanding.

This code of conduct aims to clarify the types of behaviour that will not be tolerated and seeks parental sign up to these expectations. The code of conduct also sets out the actions the school can take should this code be ignored or where breaches occur.

Behaviour expectations for all

- To treat each other with empathy, kindness and respect at all times.
- To report any inappropriate behaviour to a member of the Senior Leadership Team.
- To be an effective part of growing a positive school community, in which everyone can thrive.

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 including the following:

- 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 on social media) to anyone within the school community.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff/governors at the school on social media (See Social Media section for more details)
- 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 to discuss or chastise them because of the child's actions 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)
- Taking photos/videos of any children at school events or on school trips, unless special permission has been sought and given.
- Dogs being brought on to the school premises (other than guide dogs).

All staff, parents and visitors have the right to work in a safe environment free from fear of abuse. If any conversation is felt to be threatening or abusive, staff, parents and visitors are advised to walk away from the conversation. To resolve the conflict, adults involved are advised to continue the conversation in a space away from the rest of the school community and where support is available.

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

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

Please note: Parents/carers are expected to ensure that all persons collecting their children are aware of this code of conduct.

What happens if someone ignores or breaks the code?

In the event of any parent/carer or visitor of the school breaking this code of conduct, 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 Metropolitan 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, the school will refer the matter to the Local Authorities 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, the school will send out a formal letter to the parent/carer with an invite to a resolution meeting. If the parent/carer refuses to attend the meeting, the school will write to the parent/carer and ask them to stop the behaviour causing concern and remind them that continued breach of the code of conduct may lead to a ban from the school premises. Should the behaviour continue, the parent/carer will receive a written notification 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 time limited in the first instance.

Complaints

This code of conduct does not prevent parent/carers 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 follow the complaints procedure as laid out in our school complaints policy. This is available on the school's website. A paper copy can be arranged by requesting it through the school office.

Issues of conduct with the use of Social Media

Most people take part in online activities and social media. It is 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. 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 or bringing the school into disrepute.

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 head teacher
3. If still unresolved, the school governors should be contacted as stated in the complaints procedure

Parents, carers or other visitors should not use social media as a medium to air any concerns or grievances.

Online activity which we consider inappropriate:

1. Identifying or posting images/videos of pupils.
2. Abusive or personal comments about staff, pupils, parents or other family members.
3. Bringing the school in disrepute.
4. Posting defamatory or libellous comments.
5. Emails circulated or sent directly with abusive or personal comments about staff, pupils or other members of the school community.
6. Using social media to publicly challenge school policies or discuss issues about individual children.
7. Threatening behaviour, such as verbally intimidating staff, or using bad language.
8. 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.