

Parent Code of Conduct Policy

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

As partners, our parents will understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our school.

The purpose of this document is to provide a reminder to all parents, carers and visitors to our school about the expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding. Breaches of this code of conduct are thankfully very rare at Regent Farm.

Guidance

As well as following the guidance set out in our [Home-School Agreement](#), we expect parents, carers and visitors to:

- Respect and model the caring ethos of our school whenever on school premises or when communicating directly with the school.
- Understand that school staff and parents need to work together for the benefit of all.
- Demonstrate that all members of the school community should be treated with tolerance and respect and therefore set a good example in their own speech, conduct and behaviour.
- Correct their own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Approach the right member of school staff to help resolve any issues or concern.
- 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.

In order to support a peaceful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following:

- Disturbing school staff and trying to speak to them whilst they are supervising children.
- Breaching school security procedures, e.g. forcing their way past a member of staff to enter school at drop off or pick up, or shouting messages to children through the fence.
- Attempts to gain entry to any part of the school in disregard of procedure or without permission and appropriate supervision.
- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, the office area or any other area of the school grounds including team matches.
- Using loud, intimidating or offensive language, swearing, cursing, or displaying temper.
- Showing a lack of respect of personal space or using intimidating behaviour/body language.

- Threatening a member of school staff, Governor, visitor, fellow parent/carer or pupil of school.
- Damaging or destroying school property.
- Persistent, abusive or threatening e-mails or text/voicemail/phone messages or other written communication.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff, at the school on Facebook or other social sites (see additional advice below regarding Social Media). Any concerns you may have about the school must be made through the appropriate channels by speaking to the class teacher, the Head Teacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.
- The use of physical aggression towards another adult or child. This includes physical punishment against 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, vaping and consumption of alcohol or other drugs whilst on school property.

What happens if someone ignores or breaks the code?

We ask that all members of the school community are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. We do understand that everyday misunderstandings can cause frustrations and have a negative impact on home school relationships and will always work to try and repair any damage. Where issues arise or misconceptions take place, please contact your child's teacher or the Head Teacher, who will be available to meet with you and go through the issue and hopefully resolve it. 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.

However, 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, then the school will refer the matter to the County Council 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 parent/carer reminding them of the code of conduct and/or inviting them to a meeting. If the parent/carer refuses to attend a meeting then the school will take the necessary action to prevent the behaviour causing concern continuing, this could amount to a ban on

accessing school premises. We may also seek independent advice from Clennell Education Solutions to help move a situation forward for the best interests of children, and the wider school community.

Further information is available in the 'dealing with abusive parents' policy'.

We trust that parents and carers will assist our school with the implementation of this code of conduct and we thank you for your continuing support of the school.

Inappropriate use of Social Media

Whilst they can be very useful for communication, social media websites/Apps are being used increasingly to fuel campaigns and complaints against schools or to share inappropriate information, e.g. naming children involved in incidences, sharing confidential information regarding an aspect of school life, making allegations or accusations or sharing false news.

Regent Farm First School considers the use of social media websites or Apps in this way as unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, the leadership team or the Head Teacher, so they can be dealt with fairly, appropriately and effectively for all concerned.

The following are examples of online activity which we consider inappropriate:

- Identifying or posting images/videos of children
- Abusive or personal comments about staff, governors, children 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 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

In the event that any pupil or parent/carer is found to be posting libellous or defamatory comments on Facebook or other social network sites or apps, they will be reported to the appropriate 'report abuse' section of the network site. 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.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly is the issue of cyber bullying and the use 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; thankfully such incidents are extremely rare.

If parents do have any concerns about their child in relation to the school, rather than post on social media, they should:

1. Initially contact the class teacher.
2. If the concern remains they should contact the Head Teacher or Deputy Head.
3. If still unresolved, they should contact the school governors through the complaints procedure.

We ask that parents/carers make all persons responsible for collecting children aware of this policy.

Thank you for your cooperation to ensure all children at Regent Farm remain happy and can come to school in a calm, safe environment.