



Parent/Carer/Contractor/Visitor Code of Conduct

Policy Originator: Headteacher

Status: Non Statutory **Review Period:** Annually

Date: December 2024 **Next review date:** December 2025

INTRODUCTION

At Shalford Infant & Nursery School we value our strong relationship with parents and carers. Working closely together helps us to achieve the very best for the children who attend Shalford. All members of our partnership (parents, teachers and visitors) should understand the importance of a good working relationship to equip children with the necessary skills for now and for the future. To this end, we welcome and encourage parents, carers and volunteers to participate fully in the life of the school. The relationship between home and school must be based upon principles of care, integrity, trust and mutual respect. All members of our partnership must work to maintain the relationship so that children feel safe at all times and not subject to uncertainty or anxiety about the adults around them (see Child Protection policy).

GUIDANCE

Holding the above principles in mind, parents, carers and visitors are reminded:

- To respect the caring ethos and values of the school
- That both teachers and parents need to work together for the benefit of their children
- To approach staff for help to resolve an issue in an appropriate manner
- That all members of the school community should be treated with respect using appropriate language and behaviour
- To correct their child's actions especially where it could lead to conflict, aggressive or unsafe behaviour – both on and off the school premises
- To use other strategies rather than using 'staff' as threats to admonish their children's behaviour.

In order to support a peaceful and safe school environment, the school will not tolerate parents, carers or visitors who exhibit the following:

- Disruptive behaviour which interferes or threatens to interfere with any of the school's 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 school staff, visitor, fellow parent/carers or pupil
- Damaging or destroying school property
- Sending abusive or threatening e-mails or text/voicemail/phone messages or other written communications to anyone within the school community
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parent/staff, at the school on Facebook or other social sites

- The use of physical or verbal aggression towards another adult or child. This includes physical punishment against your 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 onto school premises that are not on a lead.
- Dogs fouling on school premises.

Should **any** of the above occur on school premises the school may feel it is necessary to take action by contacting the appropriate authorities and/or sadly, consider banning the offending adult from entering the school premises.

USE OF MOBILE PHONES

Effective guidance is in place to avoid the use of mobile phones causing unnecessary disruptions and distractions within our school and to ensure effective safeguarding practice is promoted to protect against potential misuse. In the interests of equality, and to further promote safety, the guidance applies to any individual who has a mobile phone on site, including children, parents and visitors, as detailed below:

- Children are not permitted to bring mobile phones, smart watches or any other internet enabled technology to school.
- During the school day parents, visitors and contractors **must not** use their mobile phones in any area where children are present.
- During morning drop-off and pick-up, we would ask parents/carers to refrain from using their phones unless absolutely necessary

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 Local Governing Body of Shalford 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 Shalford Infant & Nursery School is found to be posting libellous or defamatory comments on Facebook or other social networking sites, 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.

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. The school will also consider its legal options to deal with any such misuse on social networking and other sites. Thank you for abiding by this policy in our school. Together we can create a positive and uplifting environment not only for the children but also all who work and visit our school.

We have confidence that parents, carers, volunteers and visitors will assist our school with the implementation of this code and we thank you for your continuing support of the school. We ask that parents and carers ensure they make all persons responsible for collecting their children aware of this code.

Shalford Infant & Nursery School



Parental Code of Conduct

We welcome visitors to our school. We will act to ensure it remains a safe place for pupils, staff and all other members of our community. The Equality Act 2010 sets out that everyone has the right to be treated fairly and protects them from discrimination based on certain characteristics. These include race, sex, gender reassignment, age, disability, religion, sexual orientation, marriage/civil partnership, and pregnancy. If a parent/carer has concerns, we will always listen to them and seek to address them. However, abusive, threatening or violent behaviour will not be tolerated. If such behaviour occurs, we will follow the procedures outlined in the Surrey County Council guidance – ‘Keeping Schools Safe’.

No meeting at the school may be electronically recorded without the express permission of all parties, and information obtained without such permission will not be admissible in any proceedings.

