



PARENT/CARER EXPECTATIONS & CODE OF CONDUCT

Rationale:

We believe staff, parents and children are entitled to a safe and protective environment in which to work. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the school and will not be tolerated.

Aims:

That all members of the school community treat each other with respect.

Expectation:

- ◆ That adults set a good example to children at all times, showing them how to get along with all members of the school and the wider community
- ◆ That no members of staff, parents or children are the victims of abusive behaviour or open to threats from other adults on the school premises
- ◆ Physical attacks, threatening behaviour, abusive or insulting language (verbal or written) to staff, governors, parents / carers, children and other users of the school premises will not be tolerated. Such actions will result in a formal warning or the withdrawal of permission to be on school premises, depending on the nature of the incident

The school will investigate any incidents and the senior leadership team will make the judgement as to the sanctions imposed.

Guidelines:

Types of behaviour that are considered serious and unacceptable towards any member of the school community.

This is not an exhaustive list but seeks to provide illustrations of such behaviour:

- ◆ Shouting, either in person or over the telephone
- ◆ Inappropriate posting on Social Networking sites deemed as bullying
- ◆ Speaking in an aggressive/threatening tone
- ◆ Physically intimidating, e.g. standing very close
- ◆ The use of aggressive hand gestures/exaggerated movements
- ◆ Physical threats
- ◆ Shaking or holding a fist towards another person
- ◆ Swearing
- ◆ Pushing
- ◆ Being intoxicated on school property
- ◆ Hitting, e.g. slapping, punching or kicking
- ◆ Spitting
- ◆ Offensive comments
- ◆ The wearing of clothing showing offensive slogans / words

Please note: unacceptable behaviour may result in the Police being informed.

Breaches of the Parent/Carer Expectations policy

If school suspects or becomes aware that a parent/carer has breached the policy, we will gather information from those involved and speak to the parent/carer about the incident.

Depending on the nature of the incident, the school may then:

- ◆ Send a warning letter to the parent/carer
- ◆ Invite the parent into school to meet with a senior member of staff or the headteacher
- ◆ Contact the appropriate authorities (in cases of criminal behaviour)
- ◆ Seek advice from the local authority's legal team regarding further action
- ◆ Ban the parent from the school site

The school will respond to an incident in a proportional way. The final decision for how to respond to breaches of the Parent/Carer Expectations Policy rests with the headteacher. The Headteacher will consult the Chair of Governors before banning a parent from the school site.

Site Bans:

The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to abuse. School premises are private property and parents have been granted permission from the school to be on them. However, in case of abuse or threats to staff, pupils or other parents, parents can be banned from being on the school premises. It is also an offence under section 547 of the Education Act 1997 for any person to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned.

School is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school.

Right of Appeal:

Parents have the right of appeal by writing to the Chair of Governors within ten days of permission to enter the school premises being withdrawn.

APPENDIX 1

Inappropriate use of Social Network Site

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 Uplands Manor Primary School 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/carers of a child/children at Uplands Manor Primary School is found to be posting libellous or defamatory comments on Facebook or other social network 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/carers 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.