

Meppershall Church of England Academy

Parent/Carer Code of Conduct Policy

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Responsible member	Mr S Carrington
Governor	Mrs N Matthiae

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Statement Of Intent

The school encourages close links with parents/carers and the community. We believe in the importance of promoting a safe environment and that students benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and other visitors to the school are keen to work with us and are supportive of the school. It is perfectly understandable that a parent/carer might disagree with the school's handling of an incident or to take issue with a decision. In this instance parents/carers should use the schools complaints policy to help them to manage the situation. A tiny minority of parents/carers have a negative attitude towards the school and sometimes, this can result in aggression, verbal and/or physical abuse towards school staff or other members of our community.

The school expects its staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all staff have the right to work in a safe environment, without fear of violence, false allegation and abuse and the right, in extreme cases, of appropriate self defence.

The school expects parents, carers and other visitors to behave in a reasonable way towards school staff, students, one another and members of the wider school community.

This policy outlines the steps that will be taken where parents/carers' behaviour is unacceptable.

This policy is written with reference to the DFE publication *"Controlling access to school premises."* Published 27 November 2018. This policy outlines the steps that will be taken where parents, carers or visitor's to the school. behaviour is unacceptable

Unacceptable Behaviour

Below are types of behaviour that are considered serious and unacceptable and which will not be tolerated.

This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour.

The School Site

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Breaking the school's security procedures

Communication with/about the school

- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Refusal to accept that certain issues are not within the scope of the school
- Making excessive demands on school time by frequent, lengthy, complicated and stressful contact with staff in writing, by email and by telephone.

The School Staff

- Physical violence towards a member of staff (including spitting)
- Physically intimidating a member of staff
- Threatening, shouting, swearing, or using offensive language at a member of staff either in person, online, via email or telephone
- The use of aggressive hand gestures
- Writing abusive comments about a member of staff including via text, email or social media

The wider School community

- Displaying a temper, or shouting at members of staff, pupils or other parents, carers or visitors to the school.
- Threatening a member of the school community
- Sending abusive messages to another member of the school community
- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Racist or sexist comments

Unacceptable behaviour may result in Central Bedfordshire Council and the Police being informed of the incident.

Breaching the Parental Code of Conduct

When the Headteacher or appropriate member of senior staff becomes aware that a parent, carer or visitor to the school has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

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

- Seek to resolve the situation through discussion and mediation
- Invite the parent into school to meet with a senior member of staff or the headteacher
- Send a warning letter to the parent, carer or visitor to the school.
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from our legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Send a second warning letter to the parent, carer or visitor to the school
- Ban the parent from the school site, subject to review

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the headteacher. The school is not obliged to follow each of the actions outlined above in sequence and may impose any action outlined above depending on the circumstances.

The headteacher will consult the chair of governors before banning a parent, carer or visitor to the school from then school site.

Conclusion

Students learn best when there is a positive partnership between home and school. Whilst every effort will be made to work with parents/carers, this will only be possible where parents behave in an acceptable way.

Unfortunately, where a parent's behaviour is either unacceptable or serious it will not be possible to continue working with individuals and as a final resort, legal action may be taken.

The school will take action where behaviour is unacceptable or serious and breaches our policies and procedures.