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*Excellence, Respect, Friendship*

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# **CAWSTON GRANGE PRIMARY SCHOOL**

## **Parent Code of Conduct**

## Introduction

We are very fortunate to have a supporting and friendly parent body. Our parents recognise that educating children is a process that involves partnership between, parents, teachers and the wider school community. As a partnership, our parents/carers and school staff understand the importance of a good working relationship where everyone works together to secure the best outcomes for children, equipping them with the necessary skills for a happy and successful future.

At Cawston Grange Primary School, we believe it's important to:

- Work in partnership with parents to support their child's learning and wellbeing
- Create a safe, respectful and inclusive environment for students, staff and parents
- Model appropriate behaviour for our students at all times

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through our Staff Code of Conduct) and pupils (through our Behaviour Policy). This code of conduct for parents aims to support a positive, professional relationship between school and home by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a student
- Anyone caring for a child (such as grandparents or child-minders)
- Anyone representing the parent of a child

## Our Commitment to Parents and Carers

We understand the crucial role that parents play in supporting their child's school journey. To support this, our school will:

- Have an open door policy with staff who will listen and respect parents, working with them to seek solutions to any issues. Class teachers can be spoken to at drop off and/or pick up for quick queries, for longer or more confidential conversations, parents are welcome to make an appointment either via the class teacher or through the school office
  - Keep families informed about what children are learning, share celebrations and events through newsletters and the school's social media platforms
  - Offer a team of experienced staff to support families, including a Home/School Support Worker (offering advice and support on a range of parenting issues), SENDCO and Mental Health Lead (offering advice regarding a range of wellbeing and mental health concerns)
  - Offer the Early Help pathway to families in need of more targeted support
  - Listen to any concerns raised by parents and where possible resolve issues in an appropriate, proportionate and pragmatic way
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## **Our Expectations of Parents and Carers**

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school
- Work together with staff in the best interests of the children
- Treat all members of the school community with respect, setting a good example with their speech and behaviour
- Seek a peaceful and reasonable solution to all issues
- Seek to clarify and/or confirm their child's version of events with the school in order to bring about a peaceful solution to any issue
- Be proactive in staying up to date with school communication and meeting deadlines set for replies/payments
- Be engaged with their child's learning, supporting with home learning tasks, ensuring children are equipped for the school day and taking up opportunities to meet with staff when offered (eg parents' evenings, SEND meetings)
- Maintain reasonable expectations for staff response to general communication (3 working days)
- Approach the right member of school staff to help resolve any issues of concern (this is generally the class teacher in the first instance)
- Work with the school to ensure high standards of behaviour and correct their own child's behaviour where it could lead to conflict, aggression or unsafe conflict
- Follow the schools recognised complaints policy if concerns require escalation

## **Behaviour that will not be tolerated**

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
  - Damaging or destroying school property
  - Swearing or using offensive language
  - Any aggressive behaviour towards another child or adult that makes them feel unsafe or threatened
  - Disciplining another person's child – please bring any behaviour incidents to the attention of a member of staff
  - Contacting other parents out of school making accusations regarding incidents in school – please bring incidents to the attention of school staff who will liaise with other parents to seek a resolution
  - Displaying a temper or anger, shouting at members of staff, pupils or other parents
  - Threatening to do actual bodily harm to a member of school staff, trustee, visitor, fellow parent or student, regardless of whether or not the behaviour constitutes a criminal offence
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- Abusive or threatening emails, phone messages or other verbal or written communication
- Posting defamatory, offensive or derogatory comments about the school, its staff or any other member of its community, on social media platforms (see Appendix A)
- Placing unreasonable demands upon school staff to respond to a parent query or expecting staff to communicate outside normal working hours
- Making serial and unreasonable (vexatious) complaints (see complaints policy)
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs on site, or being present on school premises whilst under the influence of drugs or alcohol
- Bringing dogs onto the school premises (other than guide dogs)

## **Breaching the code of conduct**

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parents about the incident.

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

- Speak to the parent involved to reiterate the school's expectations
- Send a warning letter to the parent
- Invite the parent into school to meet with a senior member of staff
- Limit contact by allocating one key member of staff to communicate with (known as a single point of contact)
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the school's legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site

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 Headteacher will consult with the Chair of the Trust Board before taking the action to ban a parent from the school site.

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## **Appendix A**

### **Inappropriate Use of Social Media**

#### **“Think Before You Post”**

Social media websites are being used increasingly to fuel campaigns against schools, Headteachers, school staff, and in some cases other parents/students. The Trustees consider the use of social media websites or apps being used in this way as unacceptable and not in the best interests of the students or the whole school community.

Any concerns parents have must be raised through the appropriate channels by speaking to the appropriate member of staff, so that they may be dealt with fairly, appropriately and effectively for all concerned.

We ask that social media, whether public or private, should not be used to fuel campaigns or voice complaints against the school staff, parents or children.

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