Policy: Parent & Carer Code of Conduct

Headteacher: Mrs E Bailey

Chair of Governors : Louise Wood

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Parent & Carer Code of Conduct

Safeguarding Statement: West Kirby Primary School is committed to safeguarding children and promoting the welfare of children and young people and expects all staff, carers, visitors and volunteers to share this commitment.

Introduction

The purpose of this Policy/Code of Conduct is to provide a reminder to all parents, carers and visitors to our school about the expected conduct of adults. This is so our school can continue to flourish in an atmosphere of mutual understanding, calmness and safety for all of the children.

West Kirby Primary School puts the child at the heart of everything we do. We are committed to improving children's wellbeing and promoting their safety. In our school, respect is a non-negotiable expectation and we adhere to our values.

- Welcoming
- Kind
- Polite
- Successful

All of the relationships in school are based on these values and we expect all adults to model these to the children. We are very fortunate to have a supportive and friendly parent body. Our parents recognise that educating children is a process that involves partnership between parents, class teachers and the school community. Our Parents/Carers 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.

Purpose and scope

At West Kirby Primary School, we believe it is important to:

- Work in partnership with Parents & Carers to support their child's learning.
- Create a safe, respectful and inclusive environment for pupils, staff and Parents/Carers.
- Model appropriate behaviour for our pupils 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 the Staff Code of Conduct) and pupils (through our Behaviour Policy). This code of conduct aims to help the school work together with parents by setting guidelines on appropriate behaviour. We use the term 'Parents/Carers' to refer to:

- Anyone with parental responsibility for a pupil;
- Anyone caring for a child (such as grandparents or child-minders);
- Anyone representing the Parent/Carer of a child.

WKPS expectations of Parents/Carers

We expect Parents/Carers, their representatives and other visitors to:

- Respect the ethos, vision and values of our school at all times
- Work together with all staff in the best interests of all of our pupils
- Maintain reasonable expectations for staff response to general communications (five working days)
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful and reasonable solution to all issues
- Encourage positive behaviour from their child (or those in their care) at all times, whilst on school premises
- Correct their own child's behaviour (or those in their care) particularly in public, where it could lead to conflict, aggression or unsafe conduct.
- Support their child to stay safe on line and make good choices about their online usage, so that it does not affect the wellbeing of others, and support their child to access age appropriate content, apps and platforms.
- Approach the right member of school staff to help resolve any issues of concern

Behaviour that will not be tolerated *(see Appendix A Code of Conduct Leaflet):*

- Swearing, or using loud/offensive language on or near school premises
- Displaying a temper, or shouting at members of staff, pupils or other parents/carers
- Exhibiting threatening behaviour (physical or verbal) towards school staff, other parents/carers or pupils. *(See Appendix B Zero Tolerance Poster)*
- Disruptive behaviour which interferes or threatens to interferes with the operation of a classroom, an employee's office, office area or any other area of the school grounds.
- Unreasonable demands upon school staff to respond to a parental query, or expectations for staff to communicate outside of normal working hours
- Making abusive or threatening calls/emails or other written communication
- Making repeated or repetitive/ unreasonable demands
- Making repeated or repetitive/ unreasonable complaints
- Shouting at members of the school staff, either in person or over the telephone *(See Appendix B Zero Tolerance Poster)*
- Damaging or destroying school property
- The school does not permit electronic recordings of meetings or telephone calls by Parents/Carers or staff without the explicit prior permission of all involved, and in agreement with senior leaders (Headteacher/Deputy Headteacher)
- Approaching someone else's child to chastise them because of their actions towards your own child. Such an approach to a child may be seen to be an assault and may have legal consequences.
- Use of physical punishment against your child while on school premises.
- Smoking/vaping or consumption of alcohol or drugs whilst on or near school property. No smoking/vaping within 5 metres of the school boundaries.
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on Facebook or other social media platforms.
- Dogs, except guide dogs being brought onto school premises, including dogs that are carried.

Breaching the Code of Conduct

If the school suspects, or becomes aware, that a Parent/Carer has breached the Code of Conduct, the school may take any of the following actions:

- Ending a meeting or conversation if threatening or aggressive behaviour is displayed.
- Send a warning letter to the Parent/Carer *(Appendix C Letter 1).*
- Not replying to communications that are offensive, abusive or derogatory.
- Insist that the adult communicates with the school through one member of staff only or via written communication only.
- Invite the Parent/Carer into school to meet with a senior member of staff or the Headteacher, who may be accompanied by Wirral Local Authority or WKPS Legal Team.
- Contact the appropriate authorities (in cases of criminal behaviour) – Wirral Local Authority or WKPS Legal Team.
- Seek advice from the Local Authority's legal team regarding further action (in cases of conduct that may be libelous or slanderous).
- Future meetings (the rest of the time that a child is in the school) may have to have a third party present at any meetings.
- Consider banning the offending adult from entering the school grounds. *(Appendix C Letters 2 and 3).*

The school will record and log any breaches to the Parent/Carer Code of Conduct on CPOMS against the relevant child. Please note that CPOMS records are transferred with the child to any other schools that they attend.

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 the Chair of Governors before banning a Parent/Carer from the school site *(Appendix C Letter 2).* The interests of all children and staff will continue to be paramount of decisions taken.

We ask that Parents/Carers ensure they make all persons responsible for collecting their children aware of this policy.

We trust that Parents/Carers will assist West Kirby Primary School with the implementation of this policy. We thank you for your continuing support for our school.

Monitoring and Reviewing

This policy will be reviewed every two years by the Headteacher and Governing Body.
The next scheduled review date for this policy is July 2027.
Any changes made to this policy will be communicated to all Staff and Parents/Carers.

Appendix A – Code of Conduct Leaflet

"When schools and parents listen to each other and work together, they have a really positive impact on attainment and pupil well-being" - Parentkind

Please refer to the Parent/Carer **Code of Conduct Policy** on our website for further details or speak to a member of staff if you have any questions about our Parent/Carer Code of Conduct.

Please note that any concerns that you may have relating to school must be made through appropriate channels by speaking to the Class Teacher, Deputy Headteacher or Headteacher so that it can be dealt with fairly and appropriately for all concerned.

Thank you

Thank you for working in partnership with us to support all of our pupils and for helping us to maintain a safe working environment for our staff.

West Kirby Primary School
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CH48 5EQ

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WEST KIRBY PRIMARY SCHOOL

Parent and Carer Code of Conduct

The purpose of this leaflet is to provide a reminder to all Parents & Carers about the expected conduct of all adults. This is so our school can continue to flourish in an atmosphere of mutual understanding, calmness and safety for all of the children and staff

West Kirby Primary School puts the child at the heart of everything we do. We are committed to improving children's wellbeing and promoting their safety.

In our school, respect is a non-negotiable expectation and we follow these values;

- Welcoming
- Kind
- Polite
- Successful

WEST KIRBY PRIMARY SCHOOL

The relationships within our school are based on these values. We expect all adults to model this to children. Therefore, we expect all Parents, Carers or their representatives to:

- Respect the ethos, vision and values of our school – Welcoming, Kind, Polite and Successful
- Work together with staff in the best interests of all pupils
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful and reasonable solution to all issues
- Maintain reasonable expectations for staff response to general communications (five working days)
- Encourage positive behaviour from their child (or those in their care) at all times, whilst on school premises
- Approach the right member of school staff to help resolve any issues of concern

We would not expect that any Parents/Carers or their representatives would:

- Make unreasonable demands upon any school staff to respond to a parental query, or expectations for staff to communicate outside of normal working hours
- Continually take up and waste staff time
- Make abusive or threatening calls/emails or other written communication
- Make serial or unreasonable complaints
- Use offensive language on or near school premises
- Use raised voices at members of the school staff, either in person or over the telephone
- Have a lack of respect for any member of staff
- Exhibit threatening behaviour (physical or verbal) towards pupils, school staff, other Parents/Carers or their representatives
- Damage or destroy any school property and/or the school environment
- Approach someone else's child to chastise them because of their actions towards your own child
- Smoke and/or vape or consume alcohol or drugs whilst on or near school property. **No smoking/vaping within 5 metres of the school boundaries**
- Post defamatory, offensive or derogatory comments about WKPS, the staff or any member of the school community, on Facebook or other social media platforms.

Appendix B – Zero Tolerance Poster

WEST KIRBY PRIMARY SCHOOL

We are here to help all WKPS families.

However, experiencing any behaviour that is not kind, polite or respectful is not an acceptable part of anyone's role at WKPS.

All our staff have the right to be treated with kindness, politeness and respect at all times.

Any behaviour that is not kind, polite or respectful will not be tolerated towards staff. It may result in you being asked to leave the school premises.

We are fully committed to everyone being kind, polite and respectful to all staff at West Kirby.

Welcoming, Kind, Polite, Successful

Appendix C

Letter 1 to be completed using the school's headed paper

Dear

I understand that you have expressed concern about [**summarise issue**] and I am keen to work in partnership with you to resolve this. Therefore, I would like to offer to meet with you [**details**]…

However, I have to advise you that your behaviour on the school site on [**date**] was unacceptable.

(Summary of incident and its effect on staff and pupils)

In order to avoid this situation arising again, I am putting the following measure(s) in place:

- **You should not approach (named member of staff) directly but should instead….**
- **Pick up and drop off your child from a designated area as follows….**

This measure(s) will be in place initially for **(up to four weeks)**, and will then be reviewed.

Yours sincerely

Letter 2 to be completed using the school's headed paper

Dear

Re: Withdrawal of Permission to Enter the School Site

I have been informed that on **[● Date(s)**] you [**● insert full details of the incident(s), emphasising the parent's behaviour and any aggravating features, who was present/could see what happened and what impact it had on them (e.g. upset, distressed, risk of harm, etc.].**

The site of **[● Name of School**] is private property. Parents of pupils have implied permission to enter and be on the school site, however this permission can be withdrawn by me on behalf of the school where, following an incident, this action is necessary in order to protect the school's pupils, staff and other members of the school community from harm, upset and/or distress. I should warn you that I will always take this action where I deem it necessary to protect others.

I am therefore formally warning you that, if there is a repeat of this type of behaviour by you, I will withdraw your permission to enter the school site with immediate effect. Once -permission is withdrawn, you will not be able to enter or be on the school's site, and all necessary communications between yourself and the school would need be made in a reasonable manner by email or telephone.

I would also warn you that, if you are not permitted to enter the school site and choose to enter it, you will be removed by a member of staff or a police officer and, if you cause or permit a nuisance or disturbance, you will be at risk of prosecution under Section 547 Education Act 1996 in the criminal courts.

[● If you are unhappy with something the school has done or not done, or with the conduct of a staff member, the correct way of raising your concerns is under the school's published Complaints Policy, a copy of which is attached.]

Yours sincerely

Letter 3 to be completed using the school's headed paper

Dear

Re: Withdrawal of Permission to Enter the School Site- governor involvement

I have been informed that on **[● Date(s)]** you **[● insert full details of the incident(s), emphasising the parent's behaviour and any aggravating features, who was present/could see what happened and what impact it had on them (e.g. upset, distressed, risk of harm, etc.**].

The site of **[● Name of School**] is private property. Parents of pupils have implied permission to enter and be on the school site, however this permission can be withdrawn by me on behalf of the school where, following an incident, this action is necessary to protect the school's pupils, staff and other members of the school community from harm, upset and/or distress. I will always take this action where I deem it necessary to protect others.

In view of your behaviour, I have decided to withdraw your permission to enter the school site with immediate effect. This means that you must not enter or be on the school's site, and all necessary communications between yourself and the school must be made in a reasonable manner by email or telephone. **[● You are able to bring your child[●ren] to and collect them from the school gate, but you must not go beyond it**.]

I should warn you that, if you do enter the school site while you are not permitted to do so, you will be removed by a member of staff or a police officer. If you cause or permit a nuisance or disturbance on the school site, you will have committed a criminal offence under Section 547 Education Act 1996 and will be reported to the police for prosecution in the criminal courts.

My decision will now be reviewed by the Chair of our Local Governing Body **[● Name]**, within 10 school days of the date of this letter, namely by **[● Date**]. If you would like to make any representations for the Chair of Governors to consider when [he/she] carries out this review, please send them by email to the Clerk to the Governors, **[● Name],** whose email address is **[● Email address**] within the next 5 school days. Alternatively, you can write a letter addressed to the Clerk of the Local Governing Body and send it to the school's address to arrive within the next 5 school days.

You will be notified in writing of the Chair's decision, following [●his][●her] review. If the Chair confirms my decision, you will be informed of the next date on which my decision will be reviewed again.

[● If you are unhappy with something the school has done or not done, or with the conduct of a staff member, the correct way of raising your concerns is under the school's published Complaints Policy, a copy of which is attached.]

Yours sincerely