

HOLDEN LANE PRIMARY SCHOOL



PARENTS, CARERS AND VISITORS CODE OF CONDUCT

Date: October 2022

At Holden Lane Primary we are committed to establishing positive working relationships with all parents. We recognise that effective education is a process that involves effective partnership with parents. It is vital that our parents understand the importance of a good working relationship to help equip our pupils with the necessary skills and behaviours for adulthood. We therefore welcome parents and carers to engage and participate fully in the life of our School. The vast majority of parents, carers and other visitors to the school are keen to work with us and are supportive of the school. However, this is not always the case. Our children need to see all adults modelling responsible and positive attitude and behaviours and all our staff have the right to work without fear of aggression, abuse and violence. All visitors to our school are expected to treat pupils, staff and other parents, carers and visitors with respect at all times.

This policy outlines the steps that will be taken when a visitor's behaviour is unacceptable.

Behaviour and conduct towards our staff: In order to support a peaceful and safe environment for all, Holden Lane Primary will not tolerate parents, carers and visitors exhibiting the following

- Shouting at school staff either in person or on the telephone
- Using an aggressive tone either in person or on the telephone
- Swearing at school staff either in person or on the telephone
- Use of aggressive hand gestures e.g. pointing towards someone's face, raising two fingers, shaking a fist
- Physically intimidating a member of staff e.g. standing too close to them
- Threatening staff or making an implied threat
- Making abusive/derogatory comments about staff either to them directly or to another member of staff
- Writing abusive/derogatory comments about the school or staff in letters, notes, social media
- Including the name of a member of staff or the school in a comment on social media
- Sexist or racist comments
- Physical violence

When a parent, carer or member of the public behaves in an unacceptable way the Headteacher or another Senior Leader will seek to resolve the situation. Mediation will be used where possible. An aggressive visitor, parent/carer may be asked to leave the premises and phone calls may be terminated. This also includes when an unscheduled meeting takes place to address an issue raised by a visitor, parent/carer and it is deemed appropriate to conclude and re-schedule this meeting to investigate related actions or incidents. This is particularly relevant in situations where there is evidence that a

visitor/parent/carer is displaying potentially unacceptable behaviour. All incidents will be recorded and a copy kept by the Headteacher. The Headteacher will advise the parent or carer that a specific behaviour is unacceptable. If aggressive or intimidating behaviour continues a visitor, parent or carer may be banned from the school premises and the Police informed. A formal verbal warning would be given, followed by a written

warning and a final written warning if the behaviour continued. If the behaviour continued following this final written warning, further steps would be considered by the Governing Body.

Dealing with Unacceptable Behaviour:

Where there is an extreme act of abusive behaviour, the process of warnings would not necessarily take place. A visitor, parent or carer may be banned from the school premises and the Police informed immediately. In situations whereby it is deemed necessary to issue an immediate ban, to ensure the safety of either children and/or staff this decision must be taken by the Headteacher, or delegated member of the Senior Leadership Team, who will seek advice/guidance from the Governing Body Chair of Governors and/or the Local Authority regarding why an immediate ban needs to be implemented. Prior to being banned, where possible, the visitor, parent/carers will be warned, in writing, that they are banned from the premises, subject to review. They will be given information regarding the review date and arrangements during the ban e.g. alternative collection and drop off of children. The Governing Body will be regularly informed of all incidents, (through incident reporting template -Appendix 1) and will monitor the frequency and severity of incidents.

All staff and other adults have the right to pursue individual cases through the legal system.

Inappropriate use of Social Network sites:

Unfortunately social media websites are increasingly being used to fuel campaigns and complaints against schools and academies. Holden Lane Primary consider the use of social media in this way to be unacceptable and not in the best interests of the pupils and our academy communities.

Any concerns you have must be dealt with through the appropriate channels. In some instances class teacher may be able to resolve these but if not, please make an appointment with the relevant head of year or a member of the SLT.

In the event that any pupil/ student/parent/carers of our School is found to post libellous or defamatory comments on Facebook or other social networking sites they will be reported to the appropriate 'report abuse' section on the network site. In extreme cases Holden Lane Primary will also consider its legal options to deal with misuse of social networking sites

Complaints:

If you wish to make a complaint, please refer to the 'Complaints Policy' and follow the correct procedures.

Next Review: October 2024

Appendix 1: Unacceptable Behaviour of Parents, Carers and Visitors Incident Reporting

Date Of Incident

Time of Incident

Place of Incident

Telephone Incident

Details of the Incident.

Please provide as much detail as possible, ensuring factual accuracy.

Were there any witnesses to the incident? If Yes, please provide details.

Name and Signature of person completing this form

This form must be passed to Mrs Pellington at the Main Office for the attention of Miss Thomas.