



Code of Conduct for Parents, Carers and Visitors

This Code of Conduct is an unsigned agreement between the Parent, Carer, Visitor and Sacred Heart School.

At Sacred Heart School we have good relationships with our families and value the contribution that they play in the life of the school and in their children's education. We provide many opportunities for parents to engage with school life including parent's evenings, invites to assemblies and participation in special celebrations.

We understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships. We are committed to resolving these difficulties in a constructive manner, through an open and positive dialogue.

Where issues arise or misconceptions take place, please contact the school office to make an appointment to meet with, in the first instance, your child's teacher, who will meet with you and go through the issue and hopefully resolve it. If they are unable to resolve your issue you should contact the school office to make an appointment to meet with a senior member of staff or the headteacher. Where issues remain unresolved, please follow the school's complaints procedure. This is available on the school website or a copy can be requested from the school office.

We want all parents/carers to be confident that there are arrangements in school to keep their children safe. As part of our safeguarding procedures, the school has put in place this code of conduct to ensure that behaviour from parents, carers and visitors does not cause the children and staff in school to feel distressed, threatened or unsafe.

Rationale

We believe staff, families 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.

Aims

That families and visitors communicate within the school environment in a pleasant and courteous manner without causing distress or offence to adults or children.

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 wider community.
- That no members of staff, parents, carers, visitors or children are the victims of abusive behaviour or open to threats from other adults on the school premises.
- Physical attacks and threatening behaviour, abusive or insulting language verbal or written, to staff, governors, parents and carers, children and other users of the school premises will not be tolerated and may result in the withdrawal of permission to be on school premises.

Please note that incidents in breach of this code of conduct will be logged with the Local Academy Committee.

Guidelines

Types of behaviour that are considered serious and unacceptable and will not be tolerated 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
- Speaking in an aggressive/threatening tone displaying temper
- Swearing
- Racist or sexist comments including sexual innuendo
- Threatening in any way, a member of staff, visitor, parent/carer or child.
- Demanding to meet with members of staff when an appointment has not been made.
- Refusing to leave school premises when asked to do so by a member of school staff.
- The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of your own child on school premises.
- The use of aggressive hand gestures/body movements
- Physically intimidating, e.g. standing very close
- Pushing
- Hitting e.g. slapping, punching or kicking
- Spitting
- Taking photographs, filming or audio recording on school premises without the permission of headteacher.
- Damaging or destroying school property.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the school community.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils /parents /staff /governors at the school on Facebook, WhatsApp or other sites
- Approaching someone else's child to discuss or chastise them because of the actions of this child towards their own child. (Such as an approach to a child may be seen to be an assault on that child and may have legal consequences)
- Smoking – including vaping-, taking illegal drugs or the consumption of alcohol on school premises. (Alcohol may only be consumed during authorised events)
- Dogs being brought on to the school premises. (other than guide dogs)
- Disruptive behaviour which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises.
- Any inappropriate behaviour on the school premises.

Should **any** of the above occur on school premises or in connection with school the school may feel it is necessary to act by contacting the appropriate authorities or consider banning the offending adult from entering the school premises.

Persons Causing Nuisance/Disturbance on School Premises

School premises are private property and parents have been granted permission by the school to be on school premises. This permission can be withdrawn and a parent, carer or visitor banned from the school premises where there is evidence of abuse or threats to staff, pupils or other parents.

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

It is also an offence under section 547 of the Education Act 1996 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist on removing the person concerned.

Abusive phone calls

Calls will be terminated if a parent/carer shouts or is abusive over the telephone. Calls will also be terminated if a parent/carer speaks in an aggressive or intimidating tone over the telephone. The Head Teacher, with approval of Governors may consider communicating via email if deemed necessary.

Inappropriate use of Social Networking Sites

Social media websites are being used increasingly to fuel campaigns and complaints against schools, head teachers, school staff, and in some cases, other parents/pupils.

Sacred Heart School considers the use of social media websites being used in this way as unacceptable and not in the best interest of the children or the whole school community.

As outlined above, any concerns parents/carers may have must be made through the appropriate channels by speaking to the class teacher, Senior Leader, the Headteacher and lastly the Chair of Governors, so that they can be dealt with fairly, appropriately and effectively for all concerned.

If any pupil or parent/carer of a child/ren being educated at Sacred Heart School is found to be posting libellous or defamatory comments on social network sites, they will be reported to the appropriate 'report abuse' section of the social network site. All social networks 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/carer or pupil removes such comments immediately.

In serious cases, the school will also consider its legal options to deal with any such misuse of social networking and other sites.

Unacceptable behaviour may result in the Police being informed.

The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to abuse.

Parents have the right to appeal by writing to the Chair of the Local Academy Committee, within 10 days of their permission to enter the school premises being withdrawn.

It is important for parents and carers to make sure any other people collecting their children are aware of this policy.

Thank you for abiding by this code of conduct in our school.

Together we create a positive and uplifting environment not only for the children but also for all who work and visit our school.