

## **PARENTS/CARERS AND VISITORS' CODE OF CONDUCT POLICY**

Morden Primary School is a nurturing learning community. We believe that pupils learn best in a safe and supportive environment which is based on respect and trust and underpinned by effective partnership between parents, staff and the school community. High standards of behaviour are required of pupils, staff and the school community.

This 'Parents, Carers and Visitors' Code of Conduct Policy' has been adopted and agreed by the school's governing body. It provides a reminder to all parents, carers and visitors to our school about the conduct expected of them. It sets out both what they should aim to do, and conduct which will not be tolerated. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual respect and understanding.

This code complements the school's 'Concerns and Complaints Policy' which is designed to handle parental concerns or complaints.

### **Guidance**

As well as following the guidance set out in our Home-School Agreement, we expect parents, carers and visitors to:

- Respect our school values and our caring ethos.
- Understand that both teachers and parents need to work together for the benefit of their children.
- Demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour.
- Seek to clarify a child's version of events with the school's view, in order to bring about a peaceful solution to any issue.
- Promote good behaviour of your own children especially in public where it could otherwise lead to conflict, aggressive or unsafe behaviour.
- Approach the school to help resolve any issues of concern.
- Avoid using staff as threats to admonish children's behaviour.

In order to support a peaceful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, office area. Meeting rooms or any other area of the school grounds including team matches.
- Insisting on speaking to a member of staff, particularly at the start or end of the day, when it may not be appropriate.
- Using loud/or offensive language, swearing, using profane language or displaying temper.

- Threatening to do actual bodily harm to a member of school staff, governor, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying school property.
- Abusive or threatening e-mails or text/voicemail/phone messages or other written communication.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parent/staff/governors, at the school on Facebook or other social sites.
- The use of physical aggression towards another adult or child.
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child.
- Smoking and consumption of alcohol or other drugs whilst on school property.
- Dogs being brought on to school premises.
- Taking photographs with phones or other devices on school premises without permission from the school.

If we are unable to resolve issues in a reasonable manner, the school may have to ban parents/carers/visitors from entering the school grounds, and in extreme cases we may need to involve the police.

We trust that parents, carers and visitors will assist our school with the implementation of this policy and we thank you for your continuing support of the school.

We ask that parents and carers ensure they make all persons responsible for collecting their children aware of this policy.

### **Appendix: Inappropriate use of social network 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. The governors consider the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels by following the procedures laid out in the school's concerns and complaint policy so they can be dealt with fairly, appropriately and effectively for all concerned.

### **Libellous or defamatory posts**

In the event that any student or parent/carer of a child being educated at the school is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network 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 student removes such comments immediately.

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