



Code of Conduct for Parents, Carers and Visitors

1. INTRODUCTION

- 1.1 Schools who form part of The Bath & Wells Multi Academy Trust (hereafter referred to as the MAT) 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, schools staff and the school community. As a partnership, our parents 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.
- 1.2 The purpose of this document is to provide a reminder to all parents, carers and visitors to our school about the expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding.

2. ROLES AND RESPONSIBILITIES

- 2.1 Employees have the responsibility to:
 - Observe procedures to ensure the health and safety of members of the public, fellow employees and themselves at all times.
 - Report all occurrences of violence, aggressive/threatening behaviour and serious verbal abuse and near misses to their line manager.
- 2.2 Headteachers/Principals have the responsibility to take appropriate action in the event of a violent, aggressive or threatening behaviour happening at the school to ensure its reoccurrence is prevented as much as reasonably practical.
- 2.3 Parents, carers and visitors have the responsibility to conduct themselves appropriately in line with this policy.

3. PRINCIPLES

- 3.1 All members of the school community have the right to expect that their school is a safe place in which they work and learn. There is no place for violence, threatening behaviour, verbal or physical abuse or intimidation or harassment in the MAT.
- 3.2 We expect parents, carers and visitors to:
 - Respect the caring ethos of our schools
 - Understand that both school staff 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.
 - Correct their own child's behaviour appropriately whilst on the school premises, especially where it

could lead to conflict, aggressive behaviour or unsafe behaviour.

- Approach the school to help resolve any issues of concern, in particular to check a child's version of events with the school.
- Avoid using staff as threats to warn or correct children's behaviour.

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

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom or any other area of the school grounds including team matches.
- Using loud/or offensive language, swearing, cursing, using irrelevant or disrespectful language or displaying bad temper.
- Threatening to do 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.
- The use of physical aggression towards another adult or child. This includes physical punishment against your own child on school premises.
- Damaging or destroying school property or the property of another person
- Abusive or threatening e-mails or text/voicemail/phone messages or other written communication to Governors, visitors, fellow parents/carers or pupils.
- Offensive or derogatory comments regarding the school or any of the pupils/parent/staff, at the school on Facebook or other social sites. (See Appendix 1). Any concerns you may have about the school must be made through the appropriate channels by speaking to the class teacher, the Headteacher/Principal or the Chair of the Local Governing Board, so they can be dealt with fairly, appropriately and effectively for all concerned.
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences. Parents should approach a school member of staff if they wish to discuss the actions of another child).
- Smoking and consumption of alcohol or other drugs whilst on school property, or being under the influence of alcohol or other drugs whilst on school property.
- Dogs being brought onto the site, unless express permission is sought from the school Headteacher/Principal.

4. PROCEDURE

4.1 Should any of the above behaviour occur the school may take possible action to deal with it.

4.2 Where possible the school will resolve or diffuse violent/aggressive situations through discussion with the individual/s involved. The Headteacher/Principal/Executive Principal may feel it necessary to issue a warning letter to the individual stating that 'repeats of such behaviour may well lead to a ban from the school'.

4.3 Where conflict cannot be resolved or diffused, or there is the possibility of imminent physical harm towards an individual or school property, the school reserves the right to call the local police station to intervene or in cases of extreme emergency by dialling 999, or to call the appropriate authorities.

4.4 If necessary, the school may ban the offending adult from entering the school grounds. If such a ban is felt necessary the school will arrange for someone to meet your child or children at the school gate, and to return them to the school gate at the end of the school day. The Headteacher/Principal/Executive Principal will discuss and agree with the Chair of the Governing Body before a ban is put in place. Where a ban is decided necessary the Headteacher/Principal/Headteacher will issue a letter the individual stating that a ban has been put in place. The Headteacher/Principal/Executive Principal is responsible for determining the length of the ban. The letter to the individual will specify the length of the ban or in some instances may state that the ban is 'open ended' initially until an appropriate amount of time has elapsed for all concerned. Headteachers/Principals/Executive Principals are responsible for writing follow up letters

to individuals who have been banned to confirm the end of the ban or with an update to the length of the ban.

- 4.5 Parents who have been banned from the school premises have a general right to receive from the school information in relation to their child's welfare and education progress.
- 4.6 Parents who feel they have been unreasonably banned should in the first instance discuss with the school or alternatively may consider asking for the decision to be reviewed under the complaints procedure.
- 4.7 We trust that parents and carers will assist our school with the implementation of this policy and we thank you for your continuing support of the school.

Inappropriate use of Social Network Sites

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers/Principals, school staff, and in some cases other parents/pupils. The Directors of the Bath & Wells Multi Academy Trust consider the use of social media websites being used in this way as unacceptable and not in the interests of the children or the whole school community. Any concerns you may have should be raised with the class teacher, the Headteacher, the Chair of the Local Governing Body or the Chair of the Board of Directors of the MAT, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil or parent/carer of a child/ren 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 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 pupil removes such comments immediately.

Where members of staff receive complaints, insults or abusive comments via online sites they are responsible for reporting it to the appropriate 'report abuse' section on the website in order to get the comments removed, they are also responsible for informing Senior Management within the school as soon as possible, and if applicable taking the appropriate steps for getting the listing removed from Google.

In serious cases the school may also consider its legal options to deal with any such misuse of social networking and other sites. Thankfully such incidents are extremely rare.

The Bath and Wells Diocesan Academies Trust operating as Bath & Wells Multi Academy Trust

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