

Parent, Carers and Visitors Conduct Policy

Rationale:

The relationship between parents/visitors and this school are greatly valued; partnership working is seen as enhancing the education of pupils in the school. We believe staff, parents 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.

The Aims of this Policy:

- That all members of the school community treat each other with dignity and respect
- That all members of the school community are able to work, study or visit without fear of verbal or physical abuse or assault.
- That all members of the school community are fully aware of the consequences of threatening or intimidating behaviour.

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 the wider community.
- That any concerns parents/visitors have about a decision that has been made in school are brought to the attention of school staff in a calm and reasonable manner and at a time that is conducive to the smooth running of the school (i.e. not when staff are supervising children).
- That parents allow time for school to thoroughly investigate any issues that have come to our attention.
- That parents do not approach another child or their parents about something which has happened in school.
- That no members of staff, parents 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 will result in withdrawal of permission to be on school premises.
- Any parent/visitor who is asked to leave the school premises will have the right to appeal the decision by writing to the Chair of Governors.

Responsibilities:

It is the responsibility of the Head Teacher and Governors to monitor and review this policy.

Signed:

Date:

Guidelines:

Quick messages to class teachers

We appreciate that there may be times when you need to communicate with teachers urgently. If it is a quick 'they're not feeling 100%' then passing that quick message on the playground is fine. If it is a slightly longer message then please go into the office to ask Office Staff to pass the message onto the class teacher. Messages about home time and collection arrangements are most useful noted down and passed to the class teacher or office. All medical appointments during school time must be logged with the school office with as much notice as possible.

Raising a concern to school Staff

If parents have a concern about their child (home or school related) then we would always encourage you to bring that concern into us as soon as possible. In the first instance, please ask for an appointment to speak to the class teacher. Parents should telephone or visit the office to make an appointment – the office or class teacher will always try to get back to you as soon as they can. (see Appendix B)

We always appreciate parents giving us sufficient time to investigate an issue that they have highlighted, as we may have to speak to several children/staff.

We always hope to resolve any issues in a calm and reasonable manner. Unfortunately, occasionally this does not happen. Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the school community include:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any area of the school grounds
- Shouting, either in person or over the telephone
- Inappropriate posting on Social Networking sites
- Speaking in an aggressive/threatening tone
- Physically intimidating, eg standing very close
- The use of aggressive hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting, eg slapping, punching or kicking
- Spitting
- Comments that are intended to insult someone due to their age, gender, ethnicity or sexual orientation

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

Please note all incidents will be logged with the Chair of Governors. Unacceptable behaviour will result in a letter being sent to the person(s) involved and 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. School premises are private property and parents have been granted permission from the school to be on school premises. However, in case of abuse or threats to staff, pupils or other parents, school may ban parents from entering the school premises.



We welcome visitors to our school.

We will act to ensure it remains a safe place for pupils, staff and all other members of our community.

If you have concerns we will always listen to them and seek to address them.

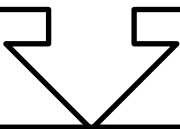
Please be aware, however, that abusive threatening or violent behaviour will not be tolerated in this school. Visitors behaving in this way are likely to be removed from the premises and prosecuted.



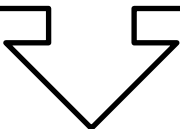
Raising a concern or needing a longer discussion

If parents have a concern about their child (home or school related) then we would always encourage you to bring that concern into us as soon as possible. For 'quick messages to the class teacher' please see the Parent, carers and visitors Conduct Policy.

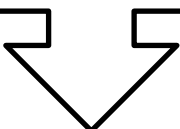
In the first instance, contact the school office to request an appointment with the class teacher.
Please provide as much detail as possible so that the teacher can prepare any information you may need in advance.



The class teacher or office will contact you to arrange an appointment date and time.
If the concern can be discussed over the phone then this is also an option.



If actions are needed these may be discussed or agreed during the meeting or as soon as possible if further investigation or discussion is required.
The class teacher will discuss the concern with relevant parties (Key stage leader/Deputy head/ Head teacher) if necessary.



If for any reason you feel the concern has not been resolved in the first instance, or requires further action please contact staff in the following order

Key Stage Leader (Acting KS1 leader Mrs Green)
↓
Deputy Head (Also KS2 Leader Mrs Herkes)
↓
Head Teacher