



"Inspiring a love of lifelong learning"

Parent/Carer Code of Conduct Policy

Policy date: June 2024

Review date: June 2026

Learning at Charville is underpinned by our Core Values

Respect

Independence

Self-belief

Honesty

Caring

Determination

Contents

Section	Contents	Page
1.	Scope	3
2.	Aim	3
3.	Expectations	3
	3.1 Monitoring and Evaluation	4
	3.2 Reporting	5
4.	Outcomes	5
Appendices		
1.	Model Letters	6

1. Scope

This policy applies to all parents/carers of pupils attending Charville Academy and any associated visitors.

2. Aim

The purpose of this policy is to provide clear guidance 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.

3. Expectations

We expect parents/carers and visitors to:

- Respect the ethos and values of our school
- Understand that both teachers and parents/carers 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
- Correct own child's behaviour especially in public where it could otherwise lead to conflict, aggressive or unsafe behaviour
- Approach the school through the appropriate channels to help resolve any issues of concern
- Avoid using staff as threats to challenge 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, an employee's office, office area or any other area of the school grounds including our playgrounds during drop off and pick up times as well as school events
- Using loud/or offensive language, swearing or cursing
- Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent/carer or student 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/ social media posts or other written communication towards anyone in the school community, including staff
- Defamatory, offensive or derogatory comments regarding the school or any of the students/parent/staff on Facebook or other social media 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, Headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned

- 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, vaping and consumption of alcohol or other drugs whilst on school property
- Dogs being brought on to school premises, with the exception of service dogs.

Should any of the above behaviour occur on school premises the school may feel it is necessary to contact the appropriate authorities and if necessary, even ban the offending adult from entering the school grounds.

4. Social Media

The school expects parents/carers and visitors to help us model safe, responsible and appropriate social media use for our pupils

When communicating with the school via official communication channels, or using private/independent channels to talk about the school parents/carers and visitors should:

- Be respectful towards, and about, members of staff, and the school, at all times
- Be respectful of, and about, other parents/carers and other pupils and children
- Direct any complaints or concerns through official school channels, so they can be dealt with in line with policy.

Parents/Carers and visitors should not use social media to:

- Complain about individual members of staff, other parents/carers or pupils
- Complain about the school
- Make inappropriate comments about members of staff, other pupils or parents/carers
- Draw attention to, or discuss, behaviour incidents
- Post images of staff or children, other than their own, without their permission.

Any concerns about a parent's social media use will be dealt with in line with the Parent/Carer Code of Conduct.

5. Equal Opportunities

This policy will be applied fairly to all parents, carers and visitors of Charville Academy.

6. Related Policies

- Safeguarding
- Child Protection

- Social Media
- Complaints
- Equalities Policy

Written by: Nicola Kelly, Headteacher

Approved by: FGB

Date approved: June 2024

Review Date: June 2026

Appendix 1: Model letters

Letter 1 : Dear parent / carer

I have received a report about your conduct on (enter date and time).

[Add summary of the incident and of its effect on staff, students, other parents/carers.]

We believe staff, parents/carers 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. I must inform you that the Academy will not tolerate conduct of this nature on its premises and will act to defend its staff and students.

I am therefore informing you that should the school staff have any further concerns about your behaviour formal procedures will be followed.

Yours sincerely

Headteacher

Letter 2 : Dear parent / carer

I have received a report about your conduct on (enter date and time).

[Add summary of the incident and of its effect on staff, students, other parents/carers.]

We believe staff, parents/carers 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. I must inform you that the Academy will not tolerate conduct of this nature on its premises and will act to defend its staff and students.

The Headteacher has already contacted you on _____. On the advice of the Headteacher I am therefore informing you that should the school staff have any further concerns about your behaviour you will be asked not to enter the premises and you could be prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500

Yours sincerely

Chair of Governors

Letter 3: Dear Parent / Carer

I have received a report from the Headteacher about your conduct on (enter date and time).

[Add summary of the incident and of its effect on staff, students, other parents/carers.]

I must inform you that the Academy will not tolerate conduct of this nature on its premises and will act to defend its staff and students. On the advice of the Headteacher I am therefore instructing that (for a temporary period) you are not to reappear on the premises of the School. If you do not comply with this instruction I shall arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

The withdrawal of permission for you to enter the school premises takes effect straightaway. However, an investigation will now take place to confirm this decision. Before I do so, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received from the Headteacher. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct. To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by (state date ten working days from the date of letter).

If on receipt of your comments I consider that my decision should be confirmed, you will be supplied with details of how to pursue a review of the circumstances of your case.

Yours sincerely

Chair of Governors