

Code of Conduct (Parent/Carer) Policy

1.0	INTRODUCTION / SCOPE
1.1	We are very fortunate to have mainly supportive and friendly parents/carers. We want our parents to recognise that educating children is a process that involves partnership between parents, class teachers and the school community.
1.2	As a partnership, our parents/carers should 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.
1.3	Parental engagement with their children's learning is important in supporting attainment and progress and parents have a legitimate right to understand what their child is learning at school.
1.4	However, contact between parents/carers and the school, must be appropriate, proportionate and respectful, both of the professional knowledge, experience and skill of teaching and senior staff at the school, and of the entitlement of staff at the school to some work/life balance.

2.0	NATURE AND PURPOSE
2.1	The purpose of this policy 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.
2.2	This policy sets out: • The general principles underpinning the conduct of members of the school community • How it is expected that communication between parents/carers and the school will take place • What behaviour towards the school, and members of the school community, are deemed unacceptable and open to challenge by the school • The additional steps the school can take in respect of unacceptable behaviour by a parent or carer

3.0	GENERAL PRINCIPLES
3.1	The school is governed by the school rules as decided upon by the Governing Body of the school, and the Senior Leadership Team.
3.2	Both teachers and parents need to work together for the benefit of the children.
3.3	All members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour.

4.0	COMMUNICATION BETWEEN PARENTS/CARERS AND THE SCHOOL
4.1	There are many reasons that parents/carers might wish to communicate with the school, or a member of staff at the school. This could be simply phoning in to report a child's absence or just informing the member of staff at the gate when they drop the child off. These short conversations to impart information are entirely necessary.
4.2	However, please remember that: • Members of staff are busy during the school day, particularly first thing in the morning; and sometimes it may be more appropriate for parents/carers to make an appointment to speak to a member of staff, so that they can give their full attention. • It is best to approach the school to resolve any issues or concern, by making an appointment to meet with the class teacher in the first instance. ○ If this does not resolve the concern, or the concern is such that you can not speak to the class teacher, then please approach the headteacher. ○ If the matter is still not resolved, then please follow the school's complaints Policy which is available on the school's website, under the heading 'policies'. • If you need to correspond with school, you can phone, or email using enquiries@branstonjunioracademy.co.uk; unless you have been given a direct email address to the relevant member of staff who is communicating with you. • All communication and/or correspondence should be polite and the recipient has the right to be treated with respect. • When meeting face to face with members of staff to discuss any matters concerning you child's education or wellbeing in school, please approach the matter calmly and politely as this will also ensure progress can be made to address the issues and concerns. Remember that if you wish to speak with a member of staff, it will normally fall to you, to make a mutually convenient appointment. • When participating in a face to face or virtual meeting, making recordings- either audio or video, is not permitted, unless permission has been sought from all participants prior to the recording taking place.

5.0	UNACCEPTABLE BEHAVIOUR
5.1	The Governing Body and Senior Leadership team of Branston Junior Academy believe the following to be examples of unacceptable behaviour from parents/carers: • Contacting staff or members of the Governing Body out of school hours and expecting an immediate reply and/or action – Staff and Governors are entitled to their own personal and family time. • Sending any form of correspondence to members of staff or Governors at the school, demanding an immediate response or a response within your own timeframe - The matter will be addressed as and when appropriate, in a timeframe deemed appropriate by the recipient. • Sending lengthy, frequent, demanding, or disrespectful emails to staff members – This will seriously undermine their ability to carry out their core role of educating children in the school.

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	• Using language, when corresponding or speaking to staff, which calls into question their professional abilities, or represents any form of personal attack, or seeks to direct how they carry out their professional roles within the school – The running of the school is a matter for the Senior Leadership Team and the Governing Body of the school. • Recording telephone conversations or meetings with staff members and/or Governors, without making them aware that you are doing it – Without seeking their express permission to capture what they say/do, you could be breaching their human right to privacy which extends to their workplace. • Resorting to any other form of criticism of the school, its staff or Governing Body, or any other matters which relate directly to the school via a medium other than the schools' complaints policy. This includes the use of social media, which is set out in a separate section in this policy. • Behaving in an aggressive manner when speaking to a member of the school community, such as by raising your voice; invading their personal space or using language which is rude, offensive, aggressive or threatening. • Shouting, swearing or causing any other form of disruption when on school grounds; be this directed at members of the school community or other parents. • Using any threats of violence, or actual violence, towards anyone on school premises; and/or damaging school premises – this is a criminal offense and will likely result in the matter being reported to the police. • Smoking or consuming alcohol or other drugs on any part of the school premises. • Bringing animals onto the school premises unless already agreed with the school. • Correcting your own child's behaviour, such that it could be misconstrued as being aggressive or unsafe behaviour. • Using staff as threats to reprimand children's behaviour. • 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 could be seen as an assault on that child and may have legal consequences. • Using disruptive behaviour which interferes with or threatens to interfere with, the operation of a classroom, an employee's office, office area or any other area of the school grounds. This includes during extra-curricular activities.
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6.0	ADDITIONAL STEPS BY THE SCHOOL
6.1	Depending on the circumstances of the unacceptable behaviour demonstrated by someone in the school: • The member of staff or Governor concerned may challenge the behaviour by asking the person concerned to respect their personal space, stop shouting or using inappropriate behaviour, or may end an unacceptable phone call or ask the person to leave the school. • The school may correspond in writing with a parent or carer to challenge the behaviour that the school is finding unacceptable; for example of the person was being rude to a member of staff, or sending too many emails making demands of the school. • If the school decide that the matter requires a more formal approach, the school may instruct it's legal advisers to write to the parents or carer, warning them about their behaviour and/or putting in place a communications strategy to restrict their means of corresponding with the school, and/or banning them from school premises if felt to be appropriate. • Clearly, in serious instances where the peace is breached or the criminal law is broken, the school will also involve the police.
6.2	Please note, school premises are not public places – they are private premises. As a parent/carers of a child attending the school, you have an implied right to enter the school, but it is open to the school to remove that right of entry at any time if it deems this to be necessary.

7.0	INAPPROPRIATE USE OF SOCIAL MEDIA
7.1	Social media websites are being used increasingly to fuel campaigns and complaints against schools, headteachers, school staff and in some cases other parents/pupils.
7.2	The school seeks to teach pupils the importance of appropriate and responsible use of social media, and it is therefore vital that everyone in the school community, including parents and carers lead by example.
7.3	The Governors consider the use of social media websites to complain about the school or individual members of staff, or make personal comments about anyone in the school community; as being 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 using the Schools Complaints Policy by speaking to the class teacher, the headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned, in line with policy.
7.4	In the event that any student or parent/carers of a child/ren being educated in 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.

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7.5	All social network sites have clear rules about the content, which can be posted, on the site and they provide robust mechanisms to report content or activity which breaches this. The school will also expect that any parent/carer or student removes such comments immediately.
7.6	In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly is the issue of cyberbullying and the use by one child or parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying. Thankfully such incidents are extremely rare.
7.7	Please note that the inappropriate use of a communications network can give rise to offences under the Malicious Communications Act 1988 or the Communications Act 2003, and if persistent could be deemed to constitute the offence of harassment.

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

Could all parents/carers ensure that they make all persons responsible for collecting their children aware of this policy.