



Believe Achieve Succeed

## St Peter's C of E (Aided) Primary School

Little Green Lane, Farnham, Surrey, GU9 8TF

☎: 01252 714115 Fax: 01252 721215

✉: [info@stpeters-farnham.surrey.sch.uk](mailto:info@stpeters-farnham.surrey.sch.uk)

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### Our Vision Statement

*"At St Peter's we have high expectations where everyone achieves and succeeds within a safe, inclusive Christian community. We promote independence, respect and empathy. Through an exciting curriculum, children are inspired to become lifelong learners and active world citizens."*

### Parent Code of Conduct Policy

Person Responsible:	Children & Learning Committee
Review Period:	Every three years
Status:	Recommended
Date Adopted:	Autumn Term 2018
Next review:	Autumn Term 2021
Ratified by Governors on:	Autumn Term 2018

#### Introduction

We 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, class teachers and the school community. As a partnership, our parents/carers will 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.

#### Purpose and Scope

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.

#### Guidance

##### **We expect parents, carers and visitors to:**

- Respect the caring and Christian ethos and values of our school
- 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.
- Correct own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Approach the school to help resolve any issues of concern.
- Avoid using staff as threats to admonish children's behaviour.



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**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 team matches.
- Using loud/or offensive language, swearing, cursing, using profane language or displaying temper.
- 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 or other written communication
- Defamatory, offensive or derogatory comments regarding the school or any of the students/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, 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. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Smoking and consumption of alcohol or other drugs whilst on school property.
- Dogs (or any animal) must not be brought on to school premises unless by prior agreement.

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.

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.

### **Code of Conduct for Email Communications**

**The following outlines the school policy with regard to email communication between home and school.**

**All communication must respect the dignity of the recipient.**

In recent years communications between home and school have shifted quite dramatically from pen and paper to email; with email becoming the preferred and predominant mode of communication.

Email provides us with a quick, cheap and easy means of communication. As a result, it is used for such a wide range of communications, it has also become increasingly difficult to distinguish between formal and informal communications.

The ease of communication via email has many advantages but these are proving to have ever diminishing returns, as the expectation for almost instantaneous reply, in a well-informed, considered and timely manner appears to be on the increase, with complaints following when this has not been the case.

Please follow these guidelines when communicating with the school via email:

1. Receipt of an email will be acknowledged within 48 hours (during term time and not over a weekend)
2. Within 5 working days - provide a response to the email by telephone or in writing (including an email). This may include informing the sender that more time is required to provide a full response. If this is the case staff should indicate a timeframe in which a response should be expected.
3. Staff will not be expected to monitor or respond to emails out of their normal working hours (including weekends and published school holidays). Whilst parents may compose emails at all sorts of hours to suit their own needs, I would ask that emails are not normally sent outside of a member of staff's normal working hours.



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4. Whilst this is rare, if a member of staff receives an email which is of an aggressive tone, sets unreasonable demands or could otherwise be interpreted as harassing, they will refer this to a senior line manager in the school, who will decide if consideration needs to be given to dealing with further communication using the letters set out in the appendix.

When communicating with the school, please bear in mind that a great many staff are putting their heart and soul, and many, many hours into trying to help our children achieve well. We would never wish to discourage parents from communicating with staff, establishing a relationship and working together. Parental communication is essential, we do not always get it right and we need your feedback to help us to continue to improve.

On occasions staff face criticism over an activity which they may be doing entirely out of goodwill, be it running a trip, or a team, or a concert, or a play and an ill crafted email from an upset parent, even when the point is justified, can result in hurt being caused and a reluctance from staff to continue to go the extra mile, that we so much appreciate of them. Likewise, even when a communication is about a core school responsibility, our communications need to be respectful. Couching a point as being 'direct', 'blunt' or 'honest' does not make it any less destructive to a relationship that should be based on trust and mutual respect. This applies to all communication and as staff we need to be just as careful in how we show we value our children and parents. We do not always get it right but we constantly aim to do so and to improve when this is not the case.

Many of you will be facing the same challenges in your own workplace from an increasing expectation of anytime, anywhere communications. Some readers may be of the view that this is simply the way the world works now. However, the school has a duty of care to our staff, as it does to our children. This includes a responsibility to ensure that the staffs' workload is manageable and does not unreasonably intrude in to their private life.

The dedicated team of staff at St Peter's C of E Primary School want to retain the good relationships that we have with parents and for staff in return to feel valued.



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### Appendix 1: Inappropriate use of Social Network Site

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/students. The Governors considers 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 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 the event that any student or parent/carer 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. 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.

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 cyber bullying and the use by one child or a 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.

We would expect that parents would make all persons responsible for collecting children aware of this policy.



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### Appendix 2: Model letters

First Warning Letter:

Dear [parent ]

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.]

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. I must inform you that the school 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

Second warning Letter:

Dear [parent ]

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

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

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. I must inform you that the school 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

Third Letter:



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Dear [parent]

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.]

I must inform you that the school will not tolerate conduct of this nature on its premises and will act to defend its staff and students. On the advice of the Head teacher 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. 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 Head Teacher. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct. You are asked to send me any written comments you wish to make by (state date ten working days from the date of letter).

Yours sincerely

**Chair of Governors**