



Hingham Primary School Code of Conduct for Parents/Carers and School Visitors

¹ For ease of read, the term "parent" has been used throughout the document, to include parents, legal guardians and full-time carers.

Rationale

We believe staff, parents and children are entitled to a safe and protective environment in which to work, learn and visit. This document highlights the importance of adult behaviour to further support the aims of the school and to create a culture matching our vision to nurture each other to grow.

Parents' and Visitors' Code of Conduct

At Hingham Primary School we are very fortunate to have a very dedicated and supportive school community. At our school the staff, governors and parents alike, all recognise that the education of our children is a partnership.

As a partnership we recognise the importance of positive working relationships to equip all of our children with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents to participate fully in the life of our school.

The purpose of this policy is to provide a reminder to all parents and visitors to Hingham Primary School about the expectations around the conduct of all parents and visitors connected to our school.

First, it is important to remember that we are all **role models**; parents, governors, staff, volunteers and the wider community. School life is as much about social learning as academic learning. Socially, as well as academically, we all have a responsibility to guide and support our pupils; as this will influence how our pupils interact with others and their environment not only in the day to day, but also in their future.

We understand that sometimes misunderstandings or disagreements can happen. This could have a negative impact on our home-school relationships. We believe it is essential that we all remain committed to resolving difficulties in a constructive manner through open, positive dialogue.

Our school has a Code of Conduct for all our staff and volunteers. This Code for Parents is aimed at the wider school community so that we all share a common expectation and understanding over behaviour. Whilst we appreciate that negative incidents are extremely rare, we feel it is important to make clear the types of behaviour that we will may find unacceptable

Behaviour that will not be tolerated:

- Disruptive behaviour which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises
- Using loud or offensive language
- Intimidating, threatening a member of staff, visitor, fellow parent or pupil
- The use of physical, verbal or written aggression towards another adult or child
- Damaging or destroying school property
- Sending abusive or threatening emails, text/voicemail/phone messages or other written communications (including via social media) to anyone within the school community
- Malicious allegations (including on social media)
- Defamatory, offensive or derogatory comments regarding the school or any of the students/parents/staff/governors at the school on social media
- Any language or actions which breach our commitment to Equality and Diversity, for example, but not exclusively, sexist, racist or homophobic comments/actions
- Smoking, vaping, taking illegal drugs or consuming alcohol on school premises (Alcohol may only be consumed during authorised events)
- Dogs on school premises (other than assistance dogs)

Should any of the above occur on school premises, or in connection with school, the school may take legal advice and consider banning the offender from entering the school premises.

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Where someone ignores or infringes the Code, proportionate actions will be taken. The following are examples (not an exhaustive list):

- In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will be referred to the Police. This will include any harassment², threats of violence and actual violence to any child, staff, volunteer or governor at the school.
- In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the school will refer the matter to its solicitor for further action.
- In cases where the Code of Conduct has been broken but the breach was not libellous, slanderous or a criminal matter, then the school will invite the parent to a meeting to try to resolve the issue. If the parent refuses to attend the meeting, then the school will write to the parent and ask them to refrain from the behaviour, advising that failure to do so could result in a being banned from the school premises³.

Complaints

This Code of Conduct does not prevent parents from raising a legitimate complaint.

In most cases we hope that all complaints and concerns can be resolved through open dialogue with teachers or other members of staff as appropriate.

Where parents are not satisfied with responses that they receive they may then follow the Complaints Procedure as laid out in our Complaints Policy. This is available on the school's website or hard copy from the school office.

² This could take the form of insulting social media postings or any form of social media cyber bullying.

³ In more serious cases, a ban may be introduced without having to go through all of the above steps. Site bans will normally be of limited duration in the first instance.

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Appendix 1

Issues of conduct with the use of Social Media

Think before you post

We ask that social media, whether public or private, is not used to voice negative views about the school, school staff, parents or students.

We take inappropriate use of social media by a parent to publicly humiliate or criticise another parent, student or member of staff very seriously and will take action when appropriate.

If parents have any concerns about their children in relation to the school, they should:

1. Initially contact the child's Classroom Teacher.
2. If the concern remains they should contact the Deputy Headteacher.
3. If the concern remains they should contact the Headteacher.
4. If still unresolved, contact the school governors through the Complaints Procedure.

Online activity which we consider inappropriate:

- Identifying or posting images/videos of students
- Abusive or personal comments about staff, students or other parents
- Bringing the school into disrepute
- Posting defamatory or libellous comments
- Emails circulated, or sent directly, with abusive or personal comments about staff or students
- Using social media to publicly challenge school policies
- Using social media to discuss issues about individual children
- Threatening behaviour, such as verbally intimidating staff, or using bad language
- Breaching school security procedures

At our school we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above.

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