



Parent Code of Conduct Policy

Name of School	Petersgate Infant School
Date of review	September 2024
Date of next review	September 2025
Reviewed by	Wendy Mitchell Headteacher

School Vision

"for all children to grow into responsible, caring individuals who actively and positively contribute to the community."

At Petersgate Infant School, our vision outlined above is strengthened by our values of safety, caring, achievement, resilience and friendship. These values symbolise warmth, community and cohesion to ensure we are "working together to achieve our best".

As a school, we can apply these values through the following aims:

Aims

- Ensuring everyone stays healthy and safe.
- Ensuring everyone feels valued and has a sense of belonging.
- Providing a high quality learning environment.
- Helping everyone enjoy learning and achieving their best.
- Nurturing and developing the whole child.
- Ensuring everyone makes a positive contribution to the school and wider community.

Safeguarding at Petersgate Infant School is carried out in line with the statutory guidance in 'Keeping Children Safe in Education' published by the Department for Education.

This Code of Conduct is an unsigned agreement between the Parent or Carer and Petersgate Infant School. In the same way that we are committed to the Code of Conduct, we expect all our parents, carers and families to adhere to the code. Guidance for the Code of Conduct has been taken from Hampshire County Council.

At Petersgate Infant School, we are very proud and fortunate to have a very dedicated and supportive school community. At our school, the staff, governors, parents and carers all recognise that the education of our children is a partnership, framed by our school's SCARF values and our Zones of Regulation learning behaviours. At the heart of the relationship that exists between the school and its parents is the understanding that we have the long-term interests of your children in common. We are committed to helping your children to become lifelong learners and good citizens.

The purpose of this code of conduct is to provide the expectations about the conduct of all staff, parents, carers and family members connected to our school as we continue to welcome and encourage parents and carers to participate fully in the life of our school. The code, seeks to ask for your cooperation and understanding and complements the Home School Agreement you have signed.

As well as following the guidance set out in our Home-School Agreement, we expect:

- our school community to respect our SCARF values, keep our school tidy and set a good example by their own behaviour both on school premises and when representing the school in the wider community
- our parents and carers to keep our children safe by adhering to the schools request to park safely outside the school gates during the morning and afternoon collections
- good working relationships between staff and parents which will equip our children with the necessary skills for their education
- parents and carers not to immediately challenge staff who have raised a concern with their child or impose a sanction/consequence on the child
- any difficulties to be resolved in a constructive manner, through an open and positive dialogue.
- all children to behave appropriately. When they do not, we will impose sanctions and seek to address the causes of unproductive behaviour. We expect our parents and carers to support and trust the school to address.

Parent code of conduct

Purpose and scope

At Petersgate Infant School, we believe it's important to:

- Work in partnership with parents/carers to support their child's learning.
- Create a safe, respectful and inclusive environment for learners, staff and parents.
- Model appropriate behaviour for our pupils always.
- Work together to get the best outcomes for our learners.
- Communicate openly and respectfully when there are challenges or problems.

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct), parents (through the parent code of conduct and learners (through our behaviour policy).

This code of conduct aims to help the school work together with parents by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

Our expectations of parents and carers

We expect parents, carers, and other visitors to:

- Respect the aims, vision and values of our school.
- Work together with staff in the best interests of our pupils.
- Treat all members of the school community with respect – setting a good example with speech and behaviour.
- Seek a peaceful solution to all issues.
- Approach the right member of school staff to help resolve any issues of concern.

We understand that everyday misunderstandings can occasionally cause frustrations and have a negative impact on our relationship. Where issues arise or misconceptions take place, please follow the procedure below:

Depending on the nature of the incident, the school may then:

- Discuss the situation with the parent. In the first instance, this may be the Class Teacher of your child.
- If necessary, if a concern can be raised the parent will be invited into school to meet with a senior member of staff or the headteacher.
- Send a warning letter to the parent, which could lead to a ban from site.
- Contact the appropriate authorities (in some cases, the police if criminal behaviour).
- Seek advice from the local authority's legal team regarding further action (in cases of conduct that may be libellous or slanderous).
- The parent will be told verbally that his / her behaviour is considered to be unacceptable and, if it is not modified, the school will take further action.
- The parent will be told in writing that his / her behaviour is considered to be unacceptable and, if it is not modified, the school will take further action. Advising the parent that all future meetings with a member of staff will be conducted with a second person present and will be minuted.
- Putting in place a contact plan to deal with any communication between the individual and school. For example, except in emergencies, communication to the school must be in writing only to a named individual and the school can set out timescales for school responses

In the case of the use of social media, the school appreciates that most people take part in online activities and social media. It is fun, interesting and keeps us connected. The school has a Facebook page which allows parents to keep up to date with school events and other general information. We encourage you to positively participate if you wish. However, we ask that you use common sense when discussing school life online.

When using social media we ask that, whether it is public or private, it should **not** be used to fuel campaigns and voice concerns against the school, school staff, parents or children (this includes the use of class/year group WhatsApp groups and/or Facebook groups). **If a social media group has been sent up using the Petersgate Infant School name, we need to make you aware that this is not endorsed by the school. Anything using the school's name or staff member's name could lead to legal intervention by Hampshire County Council.**

The Headteacher has an open-door policy and welcomes any parent who wishes to discuss any matter in a calm and productive manner.

Online activity that we consider to be inappropriate includes:

- Identifying or posting images/videos of children or staff on social media platforms
- Abusive or personal comments about staff, governors, children 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 children
- Using social media to publicly challenge school policies, procedures or discuss issues about individual children or members of staff or events that have occurred at school
- Threatening behaviour, such as verbally intimidating staff or using bad language
- Using any inappropriate language or swear words
- Breaching school security procedures

Breaching the code of conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

Whilst we are confident that all parents will work in respectful partnership with us, it is important to be clear that certain behaviours will not be tolerated. These include:

- Any aggressive behaviour (including verbally or in writing) towards another child or adult eg. slapping, hitting, punching and kicking.
- Any physical aggression eg. slapping, hitting, punching and kicking.
- Physically intimidating a member of staff, or pupils e.g., standing very close to them.
- Disrupting, or threatening to disrupt, school operations (including events on the school grounds).
- The use of aggressive hand gestures including finger pointing towards a member of staff or pupil.
- Spitting at a member of staff or pupil.
- Shaking or holding a fist towards a member of staff or pupil.
- Shouting at members of staff or pupils (either in person on school grounds, over the telephone or over video conferencing).

- Displaying a temper, or shouting at members of staff, pupils, or other parents;
- Threatening another member of the school community.
- Use of physical punishment against your child while on school premises.
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention.
- Swearing, or using offensive language including derogatory language about a protected group or characteristic as defined by the Equality Act 2010.
- Threatening or offensive comments about a member of staff or pupil of the school; this can include verbally, via texts, emails, social media, etc.
- Sending abusive messages to another member of the school community, including via text, email, or social media.
- Posting defamatory, offensive, or derogatory comments about the school, its staff or any member of its community, on social media platforms.
- Continuing to raise the same issue despite it having been already addressed by the school;
- Breaching or not conforming to the school's security procedures.
- Covertly recording phone calls or meetings with member of staff.
- Any other behaviour that is disrespectful, threatening or offensive.
- A large volume of emails in respect of the same matter over a short period of time. These would be deemed vexatious/unreasonable complaints, so please refer to the appendix in the Complaints Policy for further information.
- Smoking or being under the influence of alcohol or drugs on the school premises (unless alcohol has been allowed at a specific event).

This list is not an exhaustive list but seeks to provide illustrations of such behaviour which has no place in our school community.

The Headteacher will consult the Chair of Governors before banning a parent/carer or family members from the school site.

Summary

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

Thank you for abiding by this code in our school. Together we create a positive and uplifting environment not only for the children but also for all those who work and visit our school.

Our aim is always to find a peaceful and acceptable solution to all issues and disagreements.

The school will always respond to an incident in a proportional way.

The final decision for how to respond to breaches of the code of conduct rests with the Headteacher.

It is important for parents and carers to make sure any persons collecting their children are aware of this policy and that they abide by this policy also.

If you then feel the issues remain unresolved, please follow the school's complaints procedure. This is available on the school website or a copy can be requested from the school office.

This policy will be reviewed September 2025