



Parent, Carer and Visitor Code of Conduct

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1. Introduction

St Luke's Primary School encourages parents and carers to be actively involved in their children's education and we welcome the fact that the positive relationships between home and school support children's learning. The school regularly invites parents and carers to come into school to celebrate children's learning and to discuss progress with their children's teachers. All parents, carers and visitors to the school are expected to consider the effect that their actions and words might have on other people.

The school expects all parents, carers and visitors to behave in an appropriate manner whilst they are on school premises and when they communicate with staff. All school staff and other members of the school community have a right to feel safe at school. Abuse, threatening behaviour or violence are not considered to be an acceptable part of any job, nor is it incumbent on any member of the school community to accept such behaviour.

Additionally, the school expects that it will not be brought into disrepute outside of the school gates, including on social media and on group messaging apps, such as WhatsApp.

Similarly, school staff are expected to behave in a professional manner at all times and they are expected to adhere to the school's *Staff Code of Conduct*, a copy of which is available on the school website or on request from the school office.

This code of conduct outlines the sorts of behaviours that are unacceptable from parents, carers and visitors whilst they are on school premises. It also sets out the steps that the school will take if members of the school community are subject to such unacceptable behaviour.

A member of the school community who witnesses any unacceptable behaviour from a parent, carer or visitor should contact the school and speak to the Head Teacher, or another member of SLT if the Head Teacher is not available. If no members of SLT are available, a witness should leave a message with the school office and a member of SLT will contact them as soon as possible.

2. Examples of Unacceptable Behaviour

In order to support a peaceful and safe school environment, the school will not tolerate parents, carers and visitors exhibiting any of the following behaviours. Please note that this is not an exhaustive list and the school reserves the right to follow the procedures laid out in Section 3 of this code of conduct if behaviour is displayed that is not listed below and is deemed to be unacceptable.

- Shouting at members of staff, parents or children either in person or on the telephone.
- Verbally threatening any member of the school community.
- Racist, sexist and homophobic language or comments.
- Physically intimidating another member of the school community, including standing too close to another person, or deliberately standing over another person in order to make them feel intimidated.
- The use of aggressive and/or threatening hand gestures, including shaking or holding a fist towards another person.
- Swearing and using other abusive or offensive language.

- Spitting.
- Unwanted physical contact.
- Violence towards another person, including pushing, hitting, slapping, punching and kicking.
- Damaging or destroying school property.
- Leaving abusive or threatening voicemail or phone messages.
- Sending abusive or threatening emails, texts or any other written communication.
- Defamation of the school or individual members of staff on social media sites or elsewhere on the internet. This includes messaging services, such as WhatsApp. See Appendix 1.
- Smoking on school premises.
- Drinking on school premises other than at school events that hold an appropriate licence.
- Approaching someone else's child in order to discuss or chastise them [*always* report issues to a member of staff who will be able to deal with this for you].
- Accessing the school building without following the correct sign-in procedures. All parents and carers should enter via the school office, and should wait in the reception area until they have been signed-in correctly and are collected by a member of staff.

3. School Procedure Following Incidents of Unacceptable Behaviour

In the first instance, staff should attempt to defuse the situation and to calm the agitated person. If this is unsuccessful, the Head Teacher or another member of the Senior Leadership Team (SLT) should be called in order to speak to the person. Should the inappropriate behaviour continue, then the following procedure will be followed.

Step 1: Verbal Warning

The Head Teacher (or member of SLT) will speak to the person privately. During this discussion it will be put to the person that such behaviour is unacceptable, that it must stop and that reassurances will be sought that such an incident will not be repeated. It will be stressed that any further incidents of inappropriate behaviour will lead to more serious action being taken, as laid out in the procedure below.

Should the unacceptable behaviour continue then the Head Teacher will terminate the meeting and will move immediately to Step 2 below.

Step 2: Written Warning

If a second incident of inappropriate behaviour occurs, then the Head Teacher will write to the individual concerned informing them that their conduct has been unacceptable. The letter will form a written warning that any further incidents of inappropriate behaviour will lead to an exclusion from the school premises. Further, depending on the nature of the behaviour, the school will warn that additional incidents may lead to a report to the police, as appropriate.

Incidents of a violent nature will move immediately to Step 3 or Step 4, as appropriate.

Step 3: Exclusion from School Premises

If unacceptable incidents recur, or if the initial incident is considered serious enough, the Head Teacher will consult the Chair of Governors (or another appointed governor) in order to agree an

exclusion from the school premises. This will be conveyed verbally at the time of the incident if appropriate and will be confirmed in writing within three working days.

NB parents excluded from the school premises are still entitled to seek an appointment with their child's teacher to discuss their educational progress.

Step 4: Removal by Police

If, following a decision to exclude an individual from the school premises, that person persists in entering the school premises then the police will be informed and they may be removed as a trespasser under Section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986.

4. Examples of letters to Parents

Step 2 Letter

Dear _____

I have received a report about your unacceptable conduct on (date).

(Brief details of the incident and its effects on others.)

We have previously had a private conversation about your unacceptable behaviour and you were warned about that behaviour. At that meeting, you reassured me (or member of SLT) that further incidents of such behaviour would not be repeated.

Following this most recent incident, you should take this letter as a final written warning that the school will not tolerate behaviour of this nature. Any recurrence of unacceptable behaviour will lead to your exclusion from the school premises, as laid out in the procedure in the school's *Parent, Carer and Visitor Code of Conduct*.

Please do not hesitate to make an appointment to see me if you wish to discuss the contents of this letter.

Head Teacher

Step 3 Letter

Dear _____

I have received a report from the Head Teacher about your unacceptable conduct on (date).

(Brief details of the incident and its effects on others.)

I note that you have had a private conversation and a written warning about your behaviour in the past.

I must inform you that the school will not tolerate conduct of this nature and will seek to keep all members of the school community safe. Having reviewed this incident, and on the advice of the Head Teacher, I hereby inform you that you are not allowed to enter the school premises. If you do

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not comply with this instruction then I shall arrange for you to be removed from the school premises by the police, if necessary. This exclusion takes effect immediately and will be in place for (X) days in the first instance. You must not enter the school premises until this exclusion has been revoked.

If you wish to appeal the decision, you should write to me with your comments within ten working days. Your comments may be about the facts of the incident itself, to express regret for your actions or to give assurances about your future good conduct. Any appeal will lead to a review of the incident by a governor who has not previously been involved with the case.

Chair of Governors

5. APPENDIX 1: Appropriate use of Social Media, Including WhatsApp

We ask that parents and carers use a common sense 'think before you post' approach when discussing school life online. Social media, including messaging services, should not be used to air any concerns or grievances against the school, school staff, parents or children. The inappropriate use of social media by a parent or carer is taken very seriously.

Inappropriate use of Social Network Sites

Social media websites are being used increasingly to fuel campaigns and complaints against schools, school staff, and in some cases other parents or pupils. The Department for Education and the Governors of St Luke's Primary School consider the use of social media websites being used in this way as unacceptable. Any concerns that you may have about the school or your child must be made through the appropriate channels by speaking to the class teacher, the Head Teacher or the Chair of Governors, where they will be dealt with fairly, appropriately and effectively for all concerned.

Libellous or Defamatory posts

In the event that any pupil, or parent or carer of a child at St Luke's, is found to be posting libellous or defamatory comments on WhatsApp or any other social network sites such as Facebook, 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 content or activity which breaches this. The school will also expect that any parent/carers or pupil removes such comments immediately.

Parents and carers should inform the class teacher or Head Teacher immediately if ever they are made aware that social media is being used in ways which could cause harm to pupils, parents/carers, school staff or the reputation of the school.

Cyber Bullying

The school takes very seriously the use of cyber bullying by one child or a parent to publicly humiliate another by inappropriate social network entry. The school will take and deal with this as a serious incident of school bullying. The school will also consider its legal options to deal with any such misuse on social networking and other sites.

Adopted and signed on behalf of the school governing body (governor name)	Peter Sowrey
Signature of governing body representative	
Name of Head Teacher	Simon Wattam
Signature of Head Teacher	
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