St Paul's CofE (VC) Junior School

Parent/Carer Code of Conduct Policy

Introduction

We are very fortunate to have a supportive and friendly parent body at St Paul's CofE (VC) Junior School. 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

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 ethos, vision 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 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.

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, reception, office areas or any other area of the school grounds including sport 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 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/Deputy 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 to discuss or chastise them because of the actions of this child towards their own child, on or off school site. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Smoking/vaping and consumption of alcohol or other drugs whilst on school property.

• Taking photographs on the school premises without permission. Posting photographs taken on the school site on social media.
• Dogs being brought on to school premises.
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.

Communication with the School
At St Paul's CofE Junior School, we understand the benefit that effective communication can have on pupils' educational attainment and wellbeing.

At St Paul's we value face to face communication and ensure that class teachers are available before and after school and also that school leaders are present in the playgrounds before and after school every day. In addition, we also have a schedule of information evenings, inspire mornings, coffee mornings, celebration events and parent/carer consultation days. The dates of all planned events are shared with parents in advance via the school website, letters home and on notice boards. We also operate a range of other communication strategies to ensure clear, open dialogue between parents and school. Information about forthcoming events, newsletters, educational visits, the school newsletter and diary dates are sent home electronically by School Dojo. Newsletters are posted onto the school website.

Contacting a member of staff
Often, when parents have specific queries, these can be dealt with by their child's teacher or the school office and they should be the first port of call as they will be able to answer most questions. Any matters that need to be discussed in more detail may require a meeting, in which case you are invited to book an appointment via the school office.

Dojo Communication

ClassDojo messages are a useful way to stay connected with your child's teachers. To help everyone communicate clearly and respectfully, please follow these simple guidelines.

Please use Dojo messages for:

- Quick, non-urgent updates
- Simple questions about homework or class activities
- Sharing something positive your child has enjoyed or achieved
- Letting teachers know small bits of information that help your child's day go smoothly

Teachers will do their best to reply as soon as possible, but please remember that they're busy teaching during the day — replies might come within a couple of school days.
Please don't use Dojo messages for:

- Urgent or last-minute issues (please phone the school office instead)
- Personal or sensitive concerns
- Lengthy or emotional discussions as these are much better handled in person
- Messages outside school hours, teachers are not expected to respond in the evenings, at weekends, or during holidays

Sometimes it's best to talk things through face-to-face.
Please contact the school office to book a meeting if:

- You're worried about your child's learning or wellbeing
- You want to talk about behaviour, progress, or friendship issues
- You have something that needs more than a short message to explain

We're always happy to meet and work together to support your child.
Keeping messages polite, kind, and focused on helping your child ensures that ClassDojo stays a positive and productive space for everyone.

Class teachers can be contacted by dojo but we ask that you are mindful of staff workload, as such we operate a dojo window between 8am and 5pm, Monday to Friday; dojo messages should not be sent outside of these times. The school does not expect dojo messages to be checked by staff members during their personal time or during teaching hours. Our school's policy is to respond to all dojo messages, where possible, within three working days, part-time staff may take longer to reply due to the nature of their work schedule. If your concern is urgent, please contact the school office by telephone (01749 343250) or in person; the school office is open Monday-Friday 8:30am-4pm.

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.

Persons Causing Nuisance / Disturbance on School Premises Section 547 of the Education Act 1996, School premises are private property and parents have been granted permission from the school to be on school premises. However, in case of abuse or threats to staff, pupils or other parents, school may ban parents from entering school.

It is also an offence under section 547 of the Education Act 1996 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned.

School is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school.

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