

# St Luke's Primary School



## St Luke's Parent/Carer Code of Conduct

### **Mission Statement**

St Luke's is a caring school which aims to create a stimulating, learning environment in which every individual has the opportunity to be the best they can be.

### **Code of Conduct**

At St Luke's Primary School we value our strong relationship with parents and carers. Together this helps us achieve the very best for the children in a mutually supportive partnership between parents, class teachers and the school community.

As a partnership, our parents understand the importance of a good working relationship to equip their children with the necessary skills for adulthood. For these reasons we continually welcome and encourage parents or carers to participate fully in the life of our school.

To truly create the best outcomes for children requires the relationship between home and school to be based on the principles of care, integrity, trust and mutual respect. The maintenance of this relationship is important to ensure that a child or children are safe (please read our safeguarding policy) and not open to undue distress and anxiety.

### **Guidance**

As well as following the guidance set out in our Partnership Agreement and holding the above principles in mind, parents, carers and visitors are reminded:

- To respect the caring ethos and values of the school
- That both teachers and parents need to work together for the benefit of their children.
- Approaching school staff for help to resolve an issue is done in an appropriate manner.
- All members of the school community are treated with respect using appropriate language and behaviour.
- The school needs to work with a child in order to clarify their version of events in order to bring about an appropriate solution to an issue.
- To correct their child's actions especially where it could lead to conflict, aggressive or unsafe behaviour – both on and off the school premises.
- To use other strategies rather than using 'staff' as threats to admonish their children's behaviour.

*Everyone has the right to differing opinions and views and to raise concerns, as long as we do this respectfully as a community working together.*

**In order to support a peaceful and safe school environment the school will not tolerate parents, carers or visitors exhibiting the following:**

- Disruptive behaviour which interferes or threatens to interfere with any of the schools operation or activities anywhere on the school premises.
- Any inappropriate behaviour on the school premises.
- Using loud or offensive language or displaying temper.
- Threatening, in any way, a member of school staff, visitor, fellow parent/carer or pupil.
- Damaging or destroying school property.

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- Inappropriate electronic activity including publishing abusive or inappropriate content with regards to the school, teachers or students on social networking websites such as Facebook and Twitter or in email communication. (See Social Media policy).
  - Sending abusive or threatening e-mails or text/voicemail/phone messages or other written communications to anyone within the school community.
  - Emails which are sarcastic, combative or aggressive in tone and language
  - Constant emails and/or phone calls which amount to harassment and intimidation, despite the school's best efforts to address a situation

*For further guidance please see "Acceptable Communication by email" section below.*
- The use of physical or verbal aggression towards another adult or child. This includes physical punishment against your own child on school premises.
- 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, taking illegal drugs or the consumption of alcohol on school premises. (Alcohol may only be consumed during authorised events).

## Acceptable communication by email

Sometimes staff may have to deal with challenging, abusive, aggressive or threatening emails. It is unacceptable for any member of staff to be subjected to such abuse and this guidance has been produced to assist parents to understand conduct which the school expects parents to follow when emailing the school and to staff if receive such messages.

## Guidance for parents/carers

- Always address the member of staff formally (eg Dear Ms Allen...)
- Always use formal and courteous language in the message
- Do not use bold text or capitalisation to emphasise concerns
- Do not expect an instant response. The majority of staff will be teaching for most of the day and do not have the opportunity to check their emails until the conclusion of meetings and training which take place after the children have gone home.

## Guidance for staff

- Always address the member of staff formally (eg Dear Ms Allen...)
- Always use formal and courteous language in the message
- Do not use bold text or capitalisation to emphasise concerns
- If you receive an email which you believe does not follow the school's expectations of the use of email, forward the message to your Phase Leader or to the Headteacher.

## Procedure to be followed when behaviour is inappropriate

If a parent, carer or visitor behaves in an unacceptable way towards a member of the school community, the Headteacher and/or appropriate senior staff will seek to resolve the situation through discussion and mediation. Such discussion will highlight how the behaviour of the parent/carers did not meet the school's expectations and a request will be made that future communications with the school are modified in the light of this. An email or letter will be sent to the parent/carers to confirm this request.

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Repeated challenging, abusive, aggressive or threatening emails will result in school withdrawing electronic communication with the parent, carer or visitor. The withdrawal of this facility will be reviewed at the start of each term. Face-to-Face communication will always be available although in third party mediation may be provided when necessary.

## **Formal complaint**

Following any interaction with a parent/carer or visitor, a member of staff reserves the right to submit a formal complaint about the incident to the Headteacher. Should such a formal complaint be made then the Headteacher or designated member of the Leadership team will investigate the complaint, by speaking with the parent/carer and the member of staff. During the investigation, any contact with the school will be through a designated member of staff and by prior appointment only. The parent/carer will be informed of this by letter. The Headteacher will determine any action to be taken in response to the findings of the investigation.

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

*Note: Can parents please ensure they make all persons responsible for collecting their children aware of this policy.*