



Saltford C of E Primary School

Code of Conduct for parents, carers & visitors

This Code of Conduct is an unsigned agreement between the Parent, Carer, Visitor and Saltford Primary School.

At Saltford Primary School we are very proud and fortunate to have a dedicated and supportive school community; 'Caring for our Community' is our school motto. At our school the staff, governors, parents and carers all recognise that the education of our children is a partnership between us all.

AIMS

Our overriding shared aim is to truly create the best outcomes for the children. This requires the relationship between home and school to be based upon the principles of care, integrity, trust and mutual respect. A good relationship is important to ensure that children are safe and not open to undue stress and anxiety.

As a partnership we understand the importance of demonstrating good working relationships to our children to equip them with the skills necessary for their education and for adulthood. This is why we welcome and encourage parents and carers to participate fully in the life of our school.

We understand, however, that everyday misunderstandings can cause frustrations and have a negative impact on our relationships. Where issues arise or misconceptions take place, we are committed to resolving them in a constructive manner, through an open and positive dialogue. This is our 'open door' policy.

Staff are asked to sign the Futura Staff Code of Conduct every year which requires staff to conduct relationships with families in a professional and courteous manner.

The purpose of this code of conduct is to describe our expectations for conduct of all parents, carers and visitors to school and to set out the steps we can take to resolve any difficulties. It specifies the types of behaviour that will not be tolerated and sets out the actions the school can take should this code be ignored or where breaches occur.

GUIDANCE ON EXPECTATIONS

Keeping our shared aims in mind, parents, carers and visitors are reminded:

- to respect the caring ethos and values of the school
- that staff and parents/carers need to work together for the benefit of the children
- to set a good example with their own behaviour, both on school premises and when on school visits.
- to approach school staff for help to resolve an issue in an appropriate manner
- to treat all members of the school community with respect using appropriate language and behaviour
- to participate only positively in social media such as the PTA Facebook page.
- to **'think before you post'** and not use social media to fuel campaigns or voice personal grievances or complaints against the school, school staff, parents or children
- that school must also work with a child to clarify their version of events in order to find an appropriate solution to an issue

- that parents/carers are responsible for correcting their child's actions especially where they could lead to conflict or aggressive or unsafe behaviour – both on and off the school premises
- to use strategies other than threatening to 'tell staff' to regulate their child's behaviour
- to keep all children safe by parking safely outside school gates at drop-off and collection times
- to keep our school tidy and respect the equipment and environment.

GUIDANCE ON RESOLUTION

Where issues arise or misconceptions take place, there is a clear path to work out a solution and we would ask everyone to use the proper channels:

- in the first instance, please contact your child's teacher to go through the issue and hopefully resolve it. The after-school collection is the best time to see your child's teacher
- if your concern remains, contact the school office to arrange to see the Headteacher who will be available to address the issue
- where issues remain unresolved, please follow the school's complaints procedure. The link is on the school website under *Key information > Policies and procedures* or you can request a copy from the school office. See also useful links at the end of this document.

GUIDANCE ON UNACCEPTABLE CONDUCT

To support a peaceful and safe school environment the school will not tolerate parents, carers or visitors exhibiting the following:

- disruptive behaviour anywhere on the school site that interferes or threatens to interfere with any of the school's normal operation or activities
- any type of inappropriate behaviour on the school premises
- the use of loud or offensive language or displaying aggression and temper
- threatening language or behaviour towards a member of staff, visitor, fellow parent/carer or child
- damage to or destruction of school property.
- the use of physical, verbal, written aggression or otherwise harassing behaviours towards another adult or child.
- physical punishment of your own child on school premises.
- approaching someone else's child in order to 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, vaping, taking illegal drugs or the consumption of alcohol on school premises. (Alcohol may only be consumed during authorised events.)
- dogs being brought on to the school premises (except guide dogs)
- any abusive or threatening emails, text/voicemail/phone messages or other written communications (including via social media) to or about anyone within the school community
- the use of social media by a parent/carer to publicly humiliate or criticise another parent, member of staff or child.
- any defamatory, offensive or derogatory comments regarding the school or any of our pupils/parents/staff/governors on Facebook or other social media

- **Online activity that we consider inappropriate:**
 - identifying or posting images/videos of children other than their own
 - abusive or personal comments about staff, governors, children or other parents
 - bringing the school in disrepute
 - posting defamatory comments
 - emails circulated or sent directly with abusive or personal comments about staff or children
 - using social media to publicly challenge school policies or discuss issues about individual children or members of staff.

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

We also have a sporting code of conduct for all involved:

Please find the link in 'FURTHER INFORMATION' below or search our website.

WHAT HAPPENS IF I IGNORE OR BREAK THE CODE?

At Saltford school we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately. In the event of any parent/carer or visitor to the school breaking this code, proportionate actions will be taken as follows:

- where the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will in the first instance be referred to the Police. This will include any or all cases of threats or violence and actual violence to any child, staff or governor in the school. It will also include anything that could be seen as a sign of harassment of any member of the school community, such as any form of insulting social media post or any form of social media cyber bullying.
- in cases where evidence suggests that behaviour would be defamatory, then the school will refer the matter to the school Legal Team for further action.
- in cases where the code of conduct has been broken but the breach was not defamatory or a criminal matter, then the school will send out a formal letter to the parent/carer with an invitation to a meeting.
- in cases where the parent/carer refuses to attend a formal meeting then the school will write to them asking them to cease and desist the behaviour causing the concern or risk a ban from school premises
- where the behaviour causing concern is not stopped, the school will again write to the parent/carer to inform them that a ban is now in place.

Notes: (1) a ban from the school can be introduced without having to go through all the steps offered above in more serious cases.

(2) Site bans will normally be limited in the first instance.

FURTHER INFORMATION

Complaints policy: <https://www.saltfordschool.org.uk/key-information/policies>

Sporting code of conduct: [Sports Code of Conduct - website.pdf \(saltfordschool.org.uk\)](#)

School vision and values: <https://www.saltfordschool.org.uk/about-us/#vision-and-values>