



Ferndown
Middle School

CASTLEMAN ACADEMY TRUST

POLICY :

Parent and Carer Code of Conduct

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CASTLEMAN ACADEMY TRUST
Parent and Carer Code of Conduct

1) Purpose and scope

At Ferndown Middle School, we believe it's important to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, staff and parents
- Model appropriate behaviour for our pupils at all times.

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) and pupils (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).

Parents have a right to expect the best for their children and they have a right to express their concerns, though at the same time, teachers and pupils must be allowed to work and learn in a safe and secure environment.

We expect parents and other visitors to behave in a respectful and reasonable way towards members of school staff both face to face and by telephone or in writing.

All members of the school community have a right to expect that the school is a safe place in which to work and learn.

We want to foster a community where people are treated with respect and courtesy. It is important that parents do not approach a child other than their own about a concern. It is also important that parents do not try to address their concerns directly with other parents where those concerns relate to incidents that have happened in school between children.

2) Our expectations of parents

We expect parents, carers and other visitors to:

- Respect the ethos, 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
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern
- Please feel that you can approach the school to help resolve any issues that you have a concern about.

3) Behaviour that will not be tolerated

We are happy to meet with parents to discuss and try to resolve concerns. However, inappropriate types of behaviour towards staff, pupils or other parents will result in the termination of the meeting/or in the removal of the offending parent(s) from the premises.

The following are considered serious and unacceptable and will not be tolerated:

- shouting at members of the school staff, either in person or over the telephone
- physically intimidating a member of staff, e.g. standing very close to her/him
- the use of aggressive hand gestures
- threatening behaviour – in person, over the phone or in writing
- disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- shaking or holding a fist towards another person
- pushing, hitting, e.g. slapping, punching and kicking
- spitting
- breaching the school's security procedures, damaging or destroying school property
- attempts to gain entry to any part of the school in disregard of procedure or without permission and appropriate supervision
- use of inappropriate language either face to face, over the phone, in writing or through electronic communication (including social media)
- posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- persistent demanding/intimidating email correspondence to a member(s) of staff (persistent being more than twice on the same matter)
- smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Language or actions which breach our commitment to Equality and Diversity, for example, racist, sexist, LGBTQ-phobic
- possessing or taking drugs (including legal highs)

The school expects that all members of staff have the right to work without fear of violence, abuse and intimidation (verbally and in writing) and the right, in an extreme case, of appropriate self-defence. The above is not an exhaustive list, but seeks to provide illustrations of such behaviour. In serious cases, the police may be called.

Similarly, we will not tolerate confrontational or inappropriate behaviour in public spaces around the school (such as the corridor), where this behaviour could potentially be witnessed by pupils.

4) Procedure to be followed if a parent behaves in an unacceptable way towards a member of the school community

If a parent behaves in an unacceptable way towards a member of the school community, the Headteacher or an appropriate senior member of staff, will seek to resolve the situation through discussion and mediation.

A verbal or written warning will be given by the Headteacher or appropriate member of senior staff, in the first instance, to a parent whose behaviour continues to be unacceptable.

In the event of a repeat of the behaviour, or in serious cases during the first incident, the Headteacher will write to the parent imposing a ban from the school site. The ban will vary in length depending on the seriousness of the behaviour. Parents will be informed in the banning letter of their right to appeal the ban; any appeal should be made in writing to the Chair of Governors.

If the aggression or intimidation is repeatedly taking place in any written form or verbally, over the telephone, the Headteacher will issue an initial warning and any further communication from the parent of a similar kind will then result in a restriction over written, telephone communication with the school for a specific period of time, which will be subject to review.

In imposing a ban/communication restriction the following steps will be taken:

1. The parent will be informed, in writing, that she/he is banned from the premises or that their written or verbal communication will be restricted, subject to review. They will also be advised what will happen if the ban is breached, (e.g. that police involvement or an injunction application may follow).
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the local authority and the police will be included. Where communication breaches harassment legislation the police will be informed.
3. The Chair of the Schools Standards Board will be informed of the ban/ restriction.
4. Where appropriate, arrangements for students being delivered to, and collected from the school gate will be clarified. As will arrangements for communicating with parents over any safeguarding or critical educational matters involving their child if they are subject to a communication restriction.

Ferndown Middle School has a close working relationship with the local police. Unacceptable behaviour may result in the police being informed.

The Schools Standards Board itself may take action where behaviour is unacceptable or there are serious breaches of our home-school code of conduct or health and safety legislation. In implementing this policy, the school will, as appropriate, seek advice from the school's health and safety and legal departments, to ensure fairness and consistency.

Where appropriate the head may seek advice from the trust's legal team regarding further action (in cases of conduct that may be libellous or slanderous).

At our school we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above. Thankfully such incidents are extremely rare.

We trust that parents and carers will assist our school with the implementation of this code of conduct and we thank you for your continuing support of the school.

Complaints

This Code of Conduct does not prevent parents or visitors from raising legitimate concerns or complaints.

Concerns and complaints can be resolved through constructive, open dialogue with members of staff, utilising our Complaints Policy as appropriate.