



## **St Andrew's Primary School**

### **PARENT/CARER CONDUCT POLICY**

This code of conduct is to be read in conjunction with the existing Parent/Carer Agreement (included as part of the Home/School Agreement) that you have signed.

*The aim of this policy is to ensure that staff are treated with mutual respect by parents and that a high standard of conduct is maintained in front of the children in our care.*

As a general rule, the vast majority of parents and carers of children at our school have the education and wellbeing of their children at heart, behave accordingly and work in partnership with the school to help achieve the best possible outcomes for their children. Unfortunately, there have been a small number of incidences where some parents' behaviour has been unacceptable which will not be tolerated.

St Andrew's has decided to implement this POLICY to remind parents and carers of the school's reasonable expectations. These are:

- Setting a good example to the children with their use of language and their behaviour towards others.
- Approach the school in an adult manner if there are any issues of concern. Making an appointment if necessary and undertaking to discuss those issues in a reasonable, mutually respectful manner.
- Not to allow their children to behave in an unsafe, abusive or aggressive manner.
- Respect the school environment, including keeping the school tidy by not littering.
- Following the parking rules so our children can be safe when they enter and leave the school premises.

St Andrew's will not tolerate:

- Disruptive behaviour, either inside the school or on school grounds
- Offensive language or bad-tempered outbursts
- Intimidating behaviour or language
- Physical aggression or the threat of, regardless of whom it is aimed at
- Wilful damage to school property

- Abusive or threatening emails, phone calls or social networking messages
- Smoking, consuming alcohol, taking drugs or being under the influence of drugs or alcohol whilst on school premises

Our school has an open-door policy and welcomes comments and questions from parents and carers via telephone, face to face meetings or messages on Class Dojo. However, parents must consider the frequency of their communications and the impact they may have on a staff members working day. They must also appreciate that staff will need time to reply, especially if they need to investigate facts before they do so. Staff cannot interrupt their teaching day, nor should be expected to give up their break and lunchtime entitlements nor to respond out of their normal school hours. We respectfully ask that parents and carers are patient at these times.

Should the Headteacher deem a parent or carers communications to be of an unreasonable frequency or to be making unacceptable demands on a staff's workload, then a letter will be sent to that parent/carer outlining the Headteacher's concerns and asking the parent to minimise their communications and/or suggest alternative options. If this advice is ignored, the Headteacher may choose to limit future communications to in writing only and may decide on other sanctions if the situation continues.

Causing a nuisance on school premises is a criminal offence and the school would be perfectly entitled to ask the Police to deal with any breaches of this nature. St Andrew's reserves the right to bar from the school grounds, any parent or carer who fails to adhere to this code of conduct. The school may also decide that, if a person is barred, communication thereafter will only be conducted in written format.

St Andrew's has a complaint policy which can be found on our website or obtained from the school office. If you feel that you have grounds for complaint and have been unable to resolve these with the relevant member of staff, it is there for your guidance and use.

We believe that this policy is reasonable and asks nothing beyond that that a reasonable person would request of another.

Signed Head teacher                      *N James*    Nov 2019

Signed Chair of Governors              *P Hardy*     Nov 2019

Review Date November 2021