



Code of Conduct

For Parents/Carers and Visitors

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Winsor Primary School

Statement of principles

The Governing Body of Winsor Primary School values the positive relationships forged with parents and visitors to the school. We encourage close links with parents and the community and believe that pupils benefit when the relationship between home and school is a positive one. We also strive to make our school a place where as adults, we model for children the behaviour we teach and expect. As a school, we promote respect for all with whom we work, and celebrate differences in a positive manner. We place a high importance on good manners, positive communication and mutual respect.

We expect parents, carers and visitors to:

- Respect the caring ethos of our school.
- Understand that both teachers and parents need to work together for the benefit of the 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.
- Understand that we will seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue.
- To correct their 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.

The vast majority of parents, carers and visitors to Winsor are keen to work with us and are supportive of the school. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal and or physical abuse towards members of school staff or the wider school community.

The Governing Body expects and requires its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues.

However, all members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self-defence.

We expect parents, carers and other visitors to behave in a reasonable way towards members of school staff. This policy outlines the steps that will be taken where behaviour is unacceptable.

In order to support a peaceful and safe school environment, the school cannot tolerate parents, carers and visitors exhibiting the following behaviours:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the school grounds including team matches.
- Abusive or threatening e-mails or text/voicemail/phone messages or other written communication.
- Defamatory, offensive, threatening or derogatory comments regarding the school or any of the pupils/parents/staff and their families, at the school on Facebook or other social media sites. Any concerns which parents, carers and visitors may have about the school must be made through the appropriate channels by speaking to the class teacher, the Head Teacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.
- 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 physical 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 the 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).
- The use of aggressive hand gestures.
- Smoking, the consumption of alcohol or other drugs whilst on school property.
- Dogs being brought on school premises.
- Threatening behaviour.
- Damaging or destroying school property.
- Swearing, pushing, hitting, e.g. slapping, spitting, punching and kicking.
- Racist, ageist, homophobic, sexist and other discriminatory comments or gestures.
- Breaching the school's security procedures.

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

Parents, carers or other visitors exhibiting unacceptable behaviour could have a legally enforceable (**Section 547 Education Act**) ban which prevents access to the school premises imposed on them. Should they ignore this ban, they would be deemed a trespasser on the school site. The Governing Body, in conjunction with the Head Teacher and the LA, will take the lead in authorising the removal of a person believed to be causing a nuisance or disturbance, and, if necessary, will bring legal proceedings against them. Unacceptable behaviour by parents, carers or visitors may result in the local authority and the police being informed.

Conclusion

The local authority may take action where behaviour is unacceptable or there are serious breaches of the home-school code of conduct or health and safety legislation.

In implementing this policy, the school will, as appropriate, seek advice from the Local Authority's education, health and safety and legal departments, to ensure fairness and consistency.

Statements of expectation are attached and will be displayed prominently in the school.

Our staff are here to help you



We will not tolerate

Threatening or abusive language

Perceived acts of violence or threats of violence

Harassment or stalking

Malicious allegations relating to members of staff

Malicious allegations or threats via the internet e.g. via social network websites like Facebook

Intimidation, threats, gestures or threatening behaviour

Any unacceptable behaviour whether verbal, physical or via the internet will be reported to the Police.

No Excuse for Abuse

STATEMENT OF EXPECTATION OF BEHAVIOUR FOR ALL VISITORS

Whilst the public are on our premises there is an expectation that behaviour by both staff and visitors, including parents of pupils, will meet certain standards.

Visitors are required to report to the school office on arrival and are required to sign in. They must comply with the directions of the staff.

Our staff will be polite and courteous towards you at all times. If you feel a member of staff has behaved in an unacceptable way please end your discussion and report the matter in writing to the Head Teacher. He will then contact you to investigate and attempt to resolve your complaint.

In return it is our expectation that you will be polite and courteous to staff.

If staff or pupils are subjected to unacceptable behaviour they have been instructed to end the discussion with you and inform you of the reasons. You will be asked to leave the premises. A letter to confirm the reasons why you were asked to leave and the action that we intend to take as a result will be sent to you. You will be given the opportunity to discuss the matter with us in a calm and civil manner. If the incident is particularly serious or is repeated you may be barred from the premises.

The following behaviours are unacceptable:

- swearing, spitting, shouting, threatening words or gestures
- reprimanding pupils (this is the responsibility of the staff and any incident regarding the behaviour of pupils should be reported to them)
- physical intimidation and the use of force such as pushing, pulling, poking, prodding etc.
- racist, ageist, homophobic, sexist and other discriminatory comments or gestures
- being under the influence of drugs or alcohol whilst on our premises
- smoking whilst on our premises

