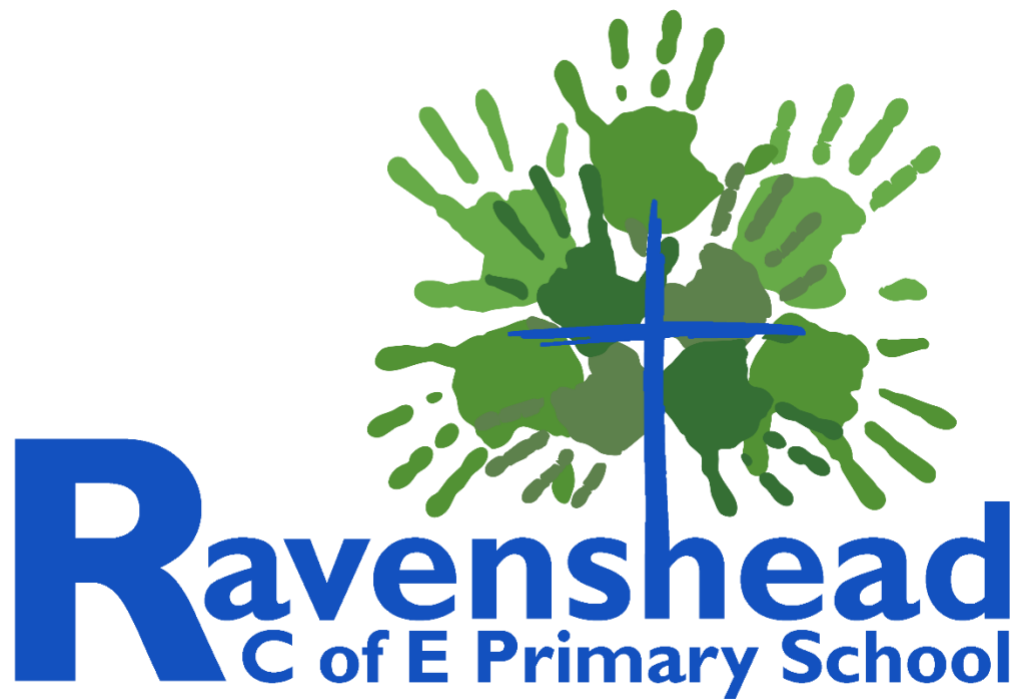




PARENTS'/CARERS'/ CHILDMINDERS' CODE OF CONDUCT POLICY

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Statutory policy: No

Contents

1. Purpose	Page 3
2. Expectations for parents, carers, childminders and visitors	Page 3
3. Behaviours that will not be tolerated	Page 4
4. Action that may be taken to address unacceptable behaviour	Page 5
5. School's responses to persistent complaints or harassment	Page 6
6. Examples of unreasonable behaviour	Page 6
7. What is harassment?	Page 7
8. The use of social media	Page 7

Our School Vision

Our school vision is based on the theme of '*Taking Care*'. We strive to encourage our children, staff and wider community to 'take care' of one another through the core Christian Values of:

Kindness, Hope, Courage and *Respect*.

Our vision is inspired by the words in Corinthians:

"Let love and kindness be the motivation behind all that you do."

(1 Corinthians 16.14)

Ravenshead C of E Primary School is committed to valuing diversity and to equality of opportunity. In biblical tradition, children in particular are seen to hold a special place in the priorities of God. Furthermore, we hold to the foundational belief that all people are created in God's image and are intrinsically valuable. Everyone should be treated as fundamentally precious, irrespective of behaviour, achievements or potential.

Therefore, we aim to create and promote an environment in which pupils, parents/carers and staff are treated fairly and with respect and feel able to contribute to the best of their abilities. The school's biblical foundation provides a model of Christian community described as the 'body of Christ', in which everyone has a part to play, and everyone without exception has God-given gifts which are to be used for the benefit of others.

1. Purpose

- 1:1 At Ravenshead C of E Primary School, we are very fortunate to have a supportive and friendly parent/carer/childminder body. Our parents/carers/childminders recognise that educating children is a process that involves partnership between parents/carers/childminders, class teachers and the school community. As a partnership, our parents/carers/childminders will understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons, we continue to welcome and encourage parents/carers/childminders to participate fully in the life of our school.
- 1:2 The purpose of this policy is to provide a reminder to all parents, carers, childminders and visitors to our school about the expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding.

2. Expectations for Parents, Carers, Childminders and Visitors.

2:1 *We expect parents, carers, childminders and visitors to:*

- Respect the caring ethos of our school.
- Understand that both teachers and parents/carers/childminders need to work together for the benefit of their 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.
- 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.
- Correct 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.

3. Behaviours that will not be tolerated

3:1 *In order to support a peaceful and safe school environment, the school cannot tolerate parents, carers, childminders and visitors exhibiting the following:*

- 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.
- Using loud/or offensive language, swearing, cursing, using profane language, spitting or displaying temper.
- Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying school property.
- Abusive or threatening e-mails, text/voicemail/phone messages or other written communication.
- Inappropriate language, such as swearing, in e-mails, text/voicemail/phone messages or other written communication.
- Circulating unfounded and malicious rumours about members of staff. Any such comments heard should be reported to the Headteacher (or Deputy Headteacher/Assistant Headteacher) or member of the governing body so that immediate action can be taken.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff at the school on Facebook or other social sites (see Appendix 1). Any concerns you may have about the school must be made through the appropriate channels by speaking to the class teacher, Key Stage Coordinator, Assistant Head, Deputy Head, the Headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.
- The use of verbal or 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 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). Any concerns about a child's actions should be reported to the school who will then act on the information.
- Consumption of alcohol during the school day, smoking or consumption of other drugs whilst on school property.
- Dogs being brought on to school premises.

4. Action that may be Taken to Address Unacceptable Behaviour

4:1 Should **any** of the above behaviour occur on school premises, the following action may be taken:

- Should members of staff have any cause to feel afraid, threatened or abused (this may include behaviour or language either verbal, non-verbal or written, threats, personal verbal abuse or derogatory remarks and rudeness), parents/carers/childminders will be asked to desist from the behaviour and/or asked to leave the premises.
- In instances where parents/carers/childminders refuse to leave when asked and their behaviour is still causing distress, the police may be called.
- A warning letter regarding the unacceptable behaviour may be issued by the Headteacher.
- A meeting may be arranged by the Headteacher and/or Chair of Governors with the parent/carers/childminders to discuss the unacceptable behaviour and to allow them to take responsibility for the impact of their behaviour.
- The individual may be banned from entering the school site, with immediate effect.
- An Anti-Social Behaviour Order (ASBO) may be requested.
- The school may prosecute the parent/carers/childminders under Anti-Harassment legislation.

4:2 **All of the above are essential to protect staff and allow them to do their job, as well as protecting your children from witnessing inappropriate behaviour by adults.**

5. School's Responses to Persistent Complaints or Harassment

5:1 Our school will always seek to work with parents, carers, childminders and others with a legitimate complaint to resolve a difficulty. Parents/carers/childminders should follow the procedures outlined in the School Complaints Policy if they wish to make a complaint, a copy of which can be found on the school website www.ravensheadcofeprimary.co.uk or can be obtained from either school office.

- 5:2 However, in cases of persistent complaints or harassment, the school may take the following steps in sequence, as necessary:
- Inform the complainant informally that her/his behaviour is now considered by the school to be unreasonable or unacceptable and request a changed approach and/or warn of further action.
 - Inform the complainant in writing that the school considers her/his behaviour to fall under the terms of the Parents Code of Conduct Policy.
 - Require all future meetings with a member of staff to be conducted with a second person present. In the interests of all parties, notes of these meetings may be taken.
 - Inform the complainant that, except in emergencies, the school will respond only to written communication.
- 5:3 Legitimate new complaints will always be considered, even if the person making them is (or has been) subject to the Persistent Complaints/Harassment subsection of this policy.
- 5:4 The school welcomes feedback from parents/carers/childminders and will always try to resolve any complaints as quickly as possible. Sometimes, however, parents/carers/childminders pursuing complaints or other issues treat staff in a way that is unacceptable. Whilst we recognise that some complaints may relate to serious and distressing incidents, the Headteacher and governing body will not accept threatening or harassing behaviour.

6. Examples of Unreasonable Behaviour

- 6:1 Unreasonable behaviour may include:
- Actions which are out of proportion to the nature of the complaint, are persistent even when the Complaints Procedure has been exhausted, are personally harassing or unjustifiable repetitious and/or
 - Insistence on pursuing unjustified complaints and/or unrealistic outcomes to justified complaints and/or
 - Insistence on pursuing justifiable complaints in an unreasonable manner (e.g. using abusive, swearing or threatening language; making complaints in public; refusing to attend appointments to discuss the complaint).
 - Speaking about the concern in a way that is not civil and/or courteous.
 - Approaching staff or children inappropriately to discuss issues, letters or sanctions that have been put in place (for example questioning a member of staff about sanctions that have been put in place by the Headteacher).

7. What is harassment?

- 7:1 We regard harassment as the unreasonable pursuit of issues or complaints, particularly if the matter appears to be pursued in a way intended to cause personal distress rather than seek a resolution.
- 7:2 Behaviour will fall within the scope of this policy if:
- It appears to be deliberately targeted over a significant period of time at one or more members of school staff, without good cause.
 - The way in which a complaint or other issue is pursued (as opposed to the complaint itself) if it causes ongoing distress to school staff.
 - It has a significant and disproportionate adverse effect on the school community.
- 7:3 We trust that parents/carers/childminders will assist our school with the implementation of this policy to ensure that we provide the children with the best school environment. We thank you for your continuing support of the school.

8. The Use of Social Media

- 8:1 Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/carers/childminders/pupils. The Governors of Ravenshead C of E Primary School considers the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, a Key Stage Coordinator, the Deputy or Assistant Headteacher, the Headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.
- 8:2 In the event that any pupil or parent/carer/childminder of a child/children being educated in Ravenshead C of E Primary School is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. The school will also expect that any parent/carer/childminder or pupil removes such comments immediately.
- 8:3 In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites.
- 8:4 Additionally, and perhaps more importantly, is the issue of cyber bullying and the use by one child or a parent/carer/childminder to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying. Thankfully such incidents are extremely rare.