



**Bill Quay
Primary School**

**Parent/Carer
Code of Conduct
Policy**

At Bill Quay Primary School, we are very fortunate to have a supportive and friendly parent body. Our parents/carers recognise that educating children is a process that involves a partnership between themselves, class teachers and the school community. As part of that partnership, our parents/carers understand the importance of a good working relationship in order to equip children with the necessary skills for adulthood. For these reasons, we continue to welcome and encourage parents/carers to participate fully in the life of our school.

We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. Where issues arise, please contact your child's teacher in the first instance, who will hopefully resolve them. If they remain unresolved, please follow the school's complaints procedure. This is available on the school website or a copy can be requested from the school office.

The purpose of this Code of Conduct policy is to provide a reminder to all parents/carers and visitors to our school about their expected conduct. This is so we can continue to enable children to flourish, progress and achieve in an atmosphere of mutual understanding.

The Code of Conduct policy aims to clarify the types of behaviour that are not conducive to the environment and ethos of Bill Quay Primary School, and therefore will not be tolerated. It sets out the actions the school can take should this Code of Conduct be ignored, or where it is breached in any way.

We expect parents and carers to:

- Understand and accept that both teachers and parents/carers 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, including via social media.
- Keep our children safe by adhering to the school's request to park safely away from the school gates.

Behaviour that is unacceptable and will not be tolerated includes:

- Disruptive behaviour which interferes, or threatens to interfere, with any of the school's normal operation or activities anywhere on the school premises.
- Any inappropriate behaviour on the school premises, including (but not limited to) smoking and consumption of alcohol.
- Using loud or offensive language or displaying temper.
- Threatening in any way a member of staff, visitor, fellow parent/carer or child.
- Damaging or destroying school property, including (but not limited to) laptops and books.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the school community.

- Making defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/carers/staff/governors at the school on Facebook or other sites (see below for more details)
- The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of their 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.

Social Media:

There are various online school groups managed by parents/carers for parents/carers, such as class Facebook pages, Messenger and WhatsApp groups, and they can be a wonderful source of knowledge, support and advice. We encourage you to positively participate if you wish.

We ask that social media, whether in a public or private domain, should not be used in any way to fuel campaigns and/or voice complaints against the school, any member of staff, parent/carers or children. We take very seriously inappropriate use of social media by a parent/carer to publicly humiliate or criticise another parent/carer, child, member of staff or governor. Parents/carers should not use social media as a medium to air any concerns or grievances.

Online activity which we consider inappropriate includes:

- Identifying or posting images/videos of children, staff or governors
- Making public abusive or personal comments about staff, governors, children or other parents/carers
- Bringing the school into disrepute
- Posting defamatory or libellous comments
- Circulating, or directly sending, emails with abusive or personal comments about staff, governors or children
- Using social media to publicly challenge school policies or discuss issues about individual children
- Threatening behaviour, such as verbally intimidating staff, or using bad language.

Actions:

In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will, in the first instance, be referred to Northumbria Police. This will include any or all cases of threats of violence and actual violence to any child, member of staff or governor in the school. This will also include anything that could be seen as a sign of harassment towards any member of the school community, such as any form of insulting social media post or cyber bullying.

In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the school reserves the right to refer the matter to the Local Authority Legal Team for further advice and possible subsequent action.

The Governing Body also has the right to ban parents/carers or visitors for a period of time, as set out under section 547 of the Education Act 1996, from the school premises and/or remove them from class messaging systems, such as Class Dojo.

Complaints:

This Code of Conduct does not prevent parent/carers from raising a legitimate complaint in an appropriate fashion. In most cases, it is expected that complaints and concerns can and will be resolved through open dialogue with class teachers or other members of staff as appropriate. Where parents/carers are not satisfied with responses received, however, they should then follow the complaints procedure as laid out in our School Complaints Policy. This is available on the school website.

If parents/carers have any concerns about their child in relation to the school, they should follow these steps:

1. Initially contact the class teacher (informal complaint)
2. If the concern remains, they should contact the Head Teacher;
3. If still unresolved, contact the school governors through the complaints procedure set out in our School Complaints Policy.

We trust that parents/carers will continue to adhere to this Code of Conduct, and thank everyone for their continuing support.