

Cardrew Court School

Parent and Visitor Code of Conduct



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1. Purpose and Scope

At Cardrew Court School, we are very fortunate to have a supportive and friendly community. Our parents and carers recognise that educating pupils is a process that involves partnership between parents and the school. We welcome and encourage parents and carers to participate fully in the life of our school and we will act to ensure it remains a safe for all to learn and work.

The vast majority of parents and carers are keen to work with us and are wholly supportive of the school's work. If a parent or carer has concerns, we will always listen and seek to address them in a timely manner.

We expect all members of our school community to behave in a reasonable way but sadly, there are occasions, albeit rarely, when behaviour by parents, carers and visitors to the school is considered unacceptable. This policy outlines the steps that will be taken in those circumstances.

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)

2. Our expectations of parents, carers and visitors

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
- Approach the school as soon as possible to help resolve any issues of concern. This should be the first step taken.
- Seek a peaceful solution to all issues
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Refrain from using the school name to set up social media groups without first seeking their permission

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)*

3. Types of Unacceptable Behaviour

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

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Creation of Social Media Accounts using the school's name without its permission
- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than guide dogs)
- Using the school's name on social media in a defamatory manner whether related to school or a member of staff including platforms such as Facebook, WhatsApp or other social network site

4. Breaching the code of conduct

If the school suspects, or becomes aware, that a parent, carer, visitor has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

Steps to be taken:

STEP 1: VERBAL WARNING

A member of SLT will speak to the person or persons perpetrating such an incident, privately. It will be put to them that such behaviour is unacceptable, and an assurance will be sought that will not be repeated. If this is related to social media/ online comments, there will be a request for them to be deleted. If staff experience abusive or threatening behaviour from families when collecting or dropping pupils off at their homes, they will leave the home immediately with the child in the care of the family.

It will be stressed on these occasions that repetition of such an incident will result in further serious action being taken.

STEP 2: WRITTEN WARNING

If a second incident occurs involving the same person, a member of SLT will write to the adult informing them once again that their conduct is unacceptable. Any social media/ online posts will be requested for removal. Any incident of violent conduct would immediately proceed to step 5. Any act or actual or threatened violence will be referred to the police immediately.

STEP 3: FINAL WRITTEN WARNING

If a third incident happens involving the same person a member of SLT will write to the adult giving a final written warning that this behaviour is unacceptable, and that a repetition of this conduct will leave the school no option but to take action.

STEP 4: EXCLUSION FROM SCHOOL PREMISES

If such an incident recurs or if an initial incident is considered serious enough SLT would enforce an exclusion from school premises. The school may also seek advice from their legal team regarding further action.

STEP 5: REMOVAL BY POLICE, NOTICE CONSIDERATION

If, following a decision to exclude a person from the school premises, they may be removed by the police as a trespasser under section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986. At this point the school will also consider whether to give notice on a pupil's attendance at the school.

Appendix 1: Model Letters

Initial Warning Letter from the Headteacher

Dear Parent/ Carer/ Visitor

I've received a report about your conduct on [time and date].

[Summary of incident, including location, and the effect on staff, pupils and other parents.]

If the incident is minor, add:

This behaviour is not in keeping with our parent code of conduct. [Please find a copy attached to this letter.]

If the incident is more serious, add:

As written in our parent code of conduct, we do not tolerate this kind of behaviour in our school. [Please find a copy attached to this letter.]

We believe that all staff, pupils and parents are entitled to a safe, respectful and inclusive environment, and that parents are as responsible for creating this environment as school staff.

Further breaches of the code of conduct may result in a ban from the school premises.

If you want to invite the parent in for a meeting, add:

I'd like to invite you in to school to discuss this incident, and how we can work together to prevent similar issues in the future.

Please contact the school office on 01209 91 21 26 to book an appointment.

Yours sincerely

Headteacher

Model letter banning a parent from the school site

Dear [parent name],

I am writing to inform you that, after consultation with the chair of governors, I am banning you from the school site until [date].

You can also choose to ban a parent permanently. In that case, amend the sentence above.

Despite previous correspondence and conversations about your conduct, there have been further breaches of our parent code of conduct.

[Include details of the incidents, including dates, locations and effects on staff/pupils/other parents for every relevant incident.]

If you do not comply with the ban, I will arrange for you to be removed from the grounds and you may be prosecuted under Section 547 of the Education Act 1996.

If you would like to raise a complaint, you can do so using the school's complaints procedures, which are available on our website.

Yours sincerely

Headteacher