

Aragon Primary School

Code of Conduct for Parents, Carers and Visitors



Strategic Lead for Behaviour: Rob Myers Date: September 2024

Date agreed and ratified by Governing Body: September 2024

Aragon Primary School Code of Conduct for Parents, Carers and Visitors

Aragon Primary School is a nurturing learning community.

We believe pupils learn best in a safe and supportive environment based on respect and trust underpinned by an effective partnership between parents, carers, staff, and the school community. High standards of behaviour are required of pupils and staff who are expected to always act professionally. The positive support of parents and carers is needed and highly valued by the school.

This 'Code of Conduct for Parents, Carers and Visitors' has been adopted and agreed by the school's governing body. It provides a reminder to all parents, carers, and visitors to our school about the conduct expected of them. It sets out both what they should aim to do, and the conduct which will not be tolerated. This is so we can continue to flourish, progress, and achieve in an atmosphere of mutual understanding.

This code complements the school's 'Complaints Policy' which is designed to handle parental concerns or complaints in a sensitive and mutually supportive manner. This can be found on our school website.

Expectations

We expect parents and carers (and, where appropriate, visitors) to:

- Respect the caring ethos and values of our school
- Work together with school staff for the benefit of their children
- Treat all members of the school community with respect using appropriate language and behaviour
- Approach the school to help resolve any issues of concern
- Where appropriate, clarify a child's version of events with the school's view to bring about a peaceful solution to any issue
- Always promote good behaviour of your own children, especially in public where it could otherwise lead to conflict, aggressive or unsafe behaviour (but avoid using teachers as a threat if your child misbehaves).

To support a peaceful and safe school environment, the school will not tolerate parents, carers or visitors exhibiting the following:

- Disruptive or other inappropriate behaviour which interferes or threatens to interfere with any of the school's operation or activities anywhere on the school premises
- Approaching another parent or child to discuss or chastise them because of an issue between the children. Such an approach to a child may be seen to be an assault on that child and may have legal consequences - please talk to a member of staff to resolve problems
- Using loud or offensive language or displaying temper
- Threatening, in any way, a member of school staff, visitor, fellow parent/carer or pupil
- Using physical or verbal aggression towards another adult or child, including physical punishment of your own child on school premises

- Any other behaviour, verbal or otherwise, which could be inappropriate, offensive, or abusive
 - Sending abusive or threatening e-mails, text/voicemail/phone messages, or other written communications to anyone within the school community
- Defamatory, offensive, or derogatory comments regarding the school or any of the pupils/parents/carers/staff at the school on Facebook or other social media (See Appendix below)
- Damaging or destroying school property
- Smoking or the consumption of alcohol on school premises (alcohol may only be consumed during authorised events)
- Taking photographs with phones or other devices on school premises without permission from the school

WhatsApp Parent/Carer Groups

Parent/Carer WhatsApp groups, which operate independently of the school, can be a very useful way to connect parents/carers in a particular class or year group.

Ideally, these group chats are used as an efficient means of receiving relevant updates and reminders about school events that have been published in the newsletter, the sharing of information that is of general interest to all parents/carers in the class or a forum to offer any supportive parenting advice.

Most of the time, group chats will be a beneficial resource and an enjoyable place to be in. However, these same spaces also have the power to inflame; they are a potential source of misinformation and can fuel bad feeling. At worst, online parent/carers communication groups have the potential to create unnecessary concern.

We are aware that in the past WhatsApp has been used to air personal grievances, to share opinions about staff, teaching methods, and school policy, which contravenes this code of conduct and is taken seriously by the leadership team, the governing body, and the Willow Learning Trust.

For individual concerns regarding pupil performance, school policies, staff conduct etc. please raise any issues directly with the class teacher or Headteacher, rather than using WhatsApp as a platform to air your views. A face-to-face appointment can then be made to discuss any issues in a constructive manner.

To avoid uncomfortable or unpleasant situations for other group users, parents/carers are also politely asked to consider the nature of their WhatsApp post carefully as any opinions expressed are the opinions of individual members, and may cause reputational damage to members of the school community. Individual views are not representative of the whole group.

Inappropriate use of social network sites

Social media websites are being used increasingly to fuel campaigns and complaints against schools, head teachers, school staff, and in some cases other parents/carers/pupils. The governors consider 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,

the head teacher, or the chair of governors, so they can be dealt with fairly, appropriately, and effectively for all concerned.

Libellous or defamatory posts

If any student or parent/carer of a child being educated at the school is found to be posting derogatory 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 or student removes such comments immediately.

Cyber bullying

We take very seriously the issue of cyber bullying by a child or a parent/carer to publicly humiliate another by inappropriate social network entry. We will deal with this as a serious incident of school bullying. Thankfully such incidents are extremely rare. In serious cases, the school will also consider its legal options to deal with any such misuse of social networking and other sites

If we are unable to resolve issues in a reasonable manner, the school may have to ban parents/carers/visitors from entering the school grounds, and in extreme cases we may need to involve the police.

We trust that parents, carers, and visitors will assist our school with the implementation of this policy, and we thank you for your continuing support of the school. We ask that parents and carers ensure they make all persons responsible for collecting their children aware of this policy.

September 2024