

COPPICE
PRIMARY SCHOOL

Code of Conduct for Parents, Carers and Visitors

Date	Review Date	Endorsed by	Approved by	Link Governor
June 2024	June 2025	FGB	Governing Body	Tosin Asaolu

Aspire, Believe & Achieve



Policy last reviewed: June 2024

Coppice Primary School

Code of Conduct for Parents, Carers and Visitors

This Code of Conduct is an unsigned agreement between the Parent, Carer, Visitor and Coppice Primary School.

At Coppice Primary School we are very proud and fortunate to have a very dedicated and supportive school community. At our school the staff, governors, parents and carers all recognise that the education of our children is a partnership between us.

We expect our school community to respect our school ethos, keep our school tidy, set a good example of their own behaviour both on school premises and when accompanying classes on school visits.

In addition we also expect our parents, carers and visitors to keep our children safe by adhering to the school's request to park safely outside the school gates during morning and afternoon collections.

As a partnership we are all aware of the importance of good working relationships and all recognise the importance of these relationships to equip our children with the necessary skills for their education. For these reasons we will continue to welcome and encourage parents and carers to participate fully in the life of our school.

The purpose of this code of conduct is to provide the expectations around the conduct of all parents, carers and visitors connected to our school.

We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. However we understand that everyday misunderstandings can cause frustrations and have a negative impact on relationships. Where issues arise or misconceptions take place, please contact your child's teacher or a member of SLT, who will meet with you and go through the issue and hopefully resolve it. Where issues 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.

This code aims to clarify the types of behaviour that will not be tolerated and seeks parental agreement to these expectations.

The code of conduct also sets out the actions the school can take should this code be ignored or where breaches occur.

Behaviour that will not be tolerated:

- 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.
- Using loud or offensive language or displaying temper.
- Threatening, in any way, a child, member of staff, fellow parent/carer, visitor, or member of staff.

- Damaging or destroying school property.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the school community.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff/governors at the school on social media.
- The use of physical, verbal or written aggression towards another adult or child. This includes physical chastisement of 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).
- Smoking, taking illegal drugs or the consumption of alcohol on school premises.
- Dogs, other than guide dogs, being brought on to the school premises.
- Undermining the requests of school staff
- Providing drinks and snacks to your own or other people's children during school activities
- Not showing support or respect for the school rules and values

Should **any** of the above occur on school premises or in connection with school the school may feel it is necessary to take action by contacting the Local Authority and consider banning the perpetrator from entering the school premises.

Thank you for abiding by this code in our school. Together we create a positive and uplifting environment not only for the children but also all who work and visit our school.

It is important for parents and carers to make sure any persons collecting their children are aware of this policy.

What happens if someone ignores or breaks the code?
In the event of any parent/carer or visitor of the school, breaking this code then proportionate actions will be taken as follows:

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 the Police. This will include any or all cases of threats or violence and actual violence to any child or adult in the school. This will also include anything that could be seen as a sign of harassment of any member of the school community, such as any form of insulting social media post or any form of social media cyber bullying. In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the school will refer the matter to the Local Authority for further action. In cases where the code of conduct has been broken but the breach was not libellous, slanderous or criminal matter, then the school will send out a formal letter to the perpetrator inviting them to a meeting.

If the perpetrator refuses to attend the meeting then the school will write to them and ask them to stop the behaviour causing the concern and warn that if they do not they may be banned from the school premises. The local authority will also be informed. If after this behaviour continues, the perpetrator will again be written to and informed that a ban is now in place.

Issues of conduct with the use of Social Media

Most people take part in online activities and social media. It's fun, interesting and keeps us connected.

The PTA has a Facebook page which allows parents to receive and respond to messages about school events. We encourage you to positively participate if you wish.

Within these platforms however we ask that you use common sense when discussing school life online.

'Think before you post' We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents or children.

We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, member of staff or child.

If parents have any concerns about their child in relation to the school they should:

1. Initially contact the class teacher
2. If the concern remains they should contact a member of the Senior Leadership Team or the Headteacher
3. If still unresolved, the Complaints Procedure should be followed. This can be found on the school website or provided by the school office.

Parents should not use social media as a medium to air any concerns or grievances.

Online activity which we consider inappropriate:

- Identifying or posting images/videos of children
- Abusive or personal comments about staff, governors, children or other parents
- Bringing the school in disrepute
- Posting defamatory or libellous comments
- Emails circulated or sent directly with abusive or personal comments about staff or children
- Using social media to publicly challenge school policies or discuss issues about individual children or members of staff
- Threatening behaviour, such as verbally intimidating staff, or using bad language

Appendix A:

Communication Guidelines

The following outlines the school guidelines with regard to communication between home and school.

We believe that clear, open communication between the school and parents/carers has a positive impact on pupils' learning because it:

- Gives parents/carers the information they need to support their child's education
- Helps the school improve, through feedback and consultation with parents/carers
- Builds trust between home and school, which helps the school better support each child's educational and pastoral needs

The aim of this guidance is to promote clear and open communication by:

- Explaining how the school communicates with parents/carers
- Setting clear standards and expectations for responding to communication from parents/carers
- Helping parents/carers reach the member of school staff who is best placed to address their specific query or concern so they can get a response as quickly as possible

How Parents and Carers Can Communicate with the School:

1. **Email**

Parents should always email the school about non-urgent issues in the first instance. For the purposes of administration, we require all emails to go to a central email address. We ask parents and carers to email admin@coppice.redbridge.sch.uk . All emails will be treated with appropriate confidentiality.

We aim to acknowledge all emails within 2 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school office.

2. **Phone calls**

If parents need to speak to a specific member of staff about a non-urgent matter, it is preferable that they email the school office and the relevant member of staff will contact them within 5 working days.

If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time.

If the issue is urgent, parents should call the school office. This will enable the member of staff to ascertain the level of urgency.

Urgent issues might include things like:

- Family emergencies
- Immediate safeguarding or welfare issues

For more general enquiries, please email the school office.

3. Meetings

Meetings should always be pre-arranged with members of staff. We would advise you not to arrive at the school with the expectation that you can be seen without an appointment as this is unlikely to be possible.

If parents would like to schedule a meeting with a member of staff, they should email the admin email address or call the school to book an appointment.

We try to schedule all meetings within 5 working days of the request.

If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please phone ahead and the office staff will do their best to find a senior member of staff to see you. The school will determine the level of emergency at its discretion, to enable us to manage multiple demands.

While teachers are available at the beginning or end of the school day if parents need to speak to them urgently, we recommend they book appointments to discuss:

- Any concerns they have about their child's learning
- Updates related to pastoral support, their child's home environment, or their wellbeing