



Marsh Baldon CE Primary School

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Parent/Carer and Visitor Code of Conduct

Our Vision

'I came to give life, life in all its fullness' John 10:10

Introduction

At Marsh Baldon CE Primary School we are very proud and fortunate to have a very dedicated and supportive school community. At our school the Parent body, staff, governors, parents and carers alike all recognise that the education of our children is a partnership process between all these parties.

As a partnership we are all aware of the importance of good working relationships which contribute to equipping all our children with the necessary skills for adulthood.

For these reasons we will continue to welcome and encourage parents and carers to participate fully in the life of our school.

Purpose and scope

At Marsh Baldon CE Primary School, we believe that it is important to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful and inclusive environment for students, staff and parents
- Model appropriate behaviour for our students at all times

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the Staff Code of Conduct) and children (through our Relationships and Behaviour Policy). By setting guidelines on appropriate behaviour, this Code of Conduct aims to help the school and parents to work together.

The term 'parents' refers to:

- Anyone with parental responsibility for a student
- Anyone caring for a child (such as grandparents or child-minders)
- Anyone representing the parent of a child

Expectations of parents

At Marsh Baldon CE Primary School, 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 students

- Maintain reasonable expectations for staff response to general communications
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful and reasonable solution to all issues
- Seek to clarify a child's version of events with the school's view to bring about a peaceful solution to any issue
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern, following up if an appropriate response has not been received.
- Follow the school's parking policy; respecting local residents
- Only closely supervised dogs are permitted onto school grounds

Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language
- Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent or student, regardless of whether or not the behaviour constitutes a criminal offence
- Displaying a temper, or shouting at members of staff, students or other parents
- Damaging or destroying school property.
- Abusive or threatening e-mails or text/voicemail/phone messages or other written communication
- Unreasonable demands upon school staff to respond to a parental query, or expectations for staff to communicate outside of normal working hours
- The school does not permit electronic recordings of meetings or telephone calls by parents or staff without the explicit prior permission of all involved, and in agreement with Headteacher
- Making serial and unreasonable complaints (please see Complaints Policy)
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms (see below)
- 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)

Breaching the code of conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident. Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent
- Limit contact by allocating one key staff member to communicate with
- Invite the parent into school to meet with the headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the local authority's legal team regarding further action (in cases of conduct that maybe libellous or slanderous)
- Ban the parent from the school site

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the Headteacher.

The Headteacher will consult the Chair of Governors before banning a parent from the school site.

Complaints

This code of conduct does not prevent parent/carers from raising a legitimate complaint in an appropriate fashion. In most cases we hope that all complaints and concerns can be resolved through open dialogue with class teachers or other members of staff as appropriate.

Where you are not satisfied with responses received however, we would ask that you then follow the complaints procedure as laid out in our school complaints procedure. This is available on the school website but if you would prefer please contact the school office and we can arrange for a hard copy to be made available.

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

Within these spaces however we ask that you use common sense when discussing school life online. 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 pupils. We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, pupil or member of staff.

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

- Initially contact the class teacher
- If the concern remains, they should contact the headteacher
- If still unresolved, the school governors through the complaints procedure

Online activity which we consider inappropriate:

- Identifying or posting images/videos of pupils
- Abusive or personal comments about staff, pupils or other parents
- Posting defamatory or libellous comments
- Emails circulated or sent directly with abusive or personal comments about staff or pupils
- Using social media as a medium to air any concerns or grievances
- 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
- Breaching school security procedures
- Bringing the school in disrepute

At our school we take our safeguarding responsibilities seriously and will deal with any reported incidents, appropriately, in line with the actions outlined above.

The School remains committed to resolving difficulties in a constructive manner, through open, positive dialogue.