



Littleton C of E Infant School

Appropriate Conduct for Parents and Visitors Policy

Reviewed: September 2017

Next review date: September 2018

Our parents recognise that educating children is a process that involves partnership between parents, class teachers and the school community. As a partnership we welcome and encourage parents/carers to participate fully in the life of our school. Parents understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we welcome parents and visitors to our school.

The purpose of this 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 flourish progress and achieve in an atmosphere of mutual understanding.

As well as following the guidance set out in our Home-School Agreement, we expect parents, carers and visitors to:

- Respect the caring and Christian ethos of our school
- Understand that both teachers and parents 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
- Talk politely and respectfully towards each other at all times
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue
- Correct their child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour
- Approach the school to help resolve any issues of concern
- Avoid using staff as threats to admonish children's behaviour
- Use the correct school entrances for parents and visitors and not to enter the school via the playground or classroom doors entrances. This will protect the children and make the school more secure

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

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the school ground including the trim trail and Forest school areas
- Making impolite and disrespectful comments
- Using loud/or offensive language, swearing, cursing, using profane language or displaying temper
- Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence
- Damaging or destroying school property
- Abusive or threatening e-mails or text/voicemail/phone messages or other written communication
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff, at the school on Facebook or other social networking sites. (See Appendix 1). Any concerns you may have about the school must be made through the appropriate channel 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.
- The use of physical aggression towards another adult or child. This includes physical punishment against 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 the child and may have legal consequences).
- Smoking and consumption of alcohol or other drugs whilst on school property
- Dogs being brought on to school premises

Should **any** of the above behaviour occur on school premises the school may feel it is necessary to contact the appropriate authorities and if necessary, ban the offending adult from entering the school ground

Responding to Inappropriate Behaviour from parents or visitors

We will act to ensure Littleton C of E School remain safe places for pupils, staff, visitors and all other members of our community. If a parent/carer has concerns we will always listen to them and seek to address them. However, inappropriate, abusive, threatening or violent behaviour will not be tolerated. If such behaviour occurs we will follow the procedures outlined in the Surrey County Council guidance – 'Keeping Schools Safe'.

Staff and pupils have a right to expect their school to be a safe place in which to work and learn. The following is intended to give guidance on

- How to prepare for and respond to inappropriate behaviour
- What to expect if you demonstrate inappropriate behaviour

Staff are advised to select actions and responses that seem applicable to the situation.

Where a meeting has been arranged with a person previously demonstrating inappropriate behaviours staff will:

- Be accompanied by another member of staff
- Set a clear agenda, expectations and outcomes before the meeting
- Agree a time limit
- Clarify and record outcomes

If there is inappropriate behaviour during a meeting staff will:

- Ask the parent/visitor to calm down
- Stop the meeting if the behaviours continue
- Offer to make another appointment when they are calm
- State calmly that the meeting was closed for that day
- Request that the parent/visitor leave or the staff leave the room
- Call a colleague or head teacher or the police if necessary

If the conversation is on the telephone staff will:

- State that they will end the conversation if the caller is not polite and calm
- Put the phone down if they do not respond to this request – first stating that they are putting the phone down now

If a parent or visitor approached a member of staff following an incident of inappropriate behaviour the member of staff will:

- Say politely that they have passed this issue on to a senior member of staff
- Walk away
- Record the incident

If a member of staff is upset or affected in any way they should:

- Seek in-school help and advice
- Contact Head teacher/staff support networks

If a member of staff witnesses inappropriate behaviour they will not ignore it. They will:

- Walk up and stand by the member of staff
- Intervene if this seems appropriate using strategies from above
- Suggest the parent/visitor makes an appointment
- Escort the colleague away to a safe place and ensure they are ok
- Inform a senior member of staff

A senior member of staff will:

- Follow up any incidents of inappropriate behaviour
- Arrange meeting following up inappropriate behaviour
- Decide if any actions should be taken in relation to the 'Keeping School Safe' guidance and procedures, e.g, make a risk assessment, take advice from the LEO about a warning letter
- Ensure the member of staff is supported

There should be a written record made of all incidents with witness statements attached where appropriate. No meeting at the school may be electronically recorded without the express permission of all parties, and the information obtained without such permission will not be admissible in any proceedings.

We trust that parents and carers will assist our school with the implementation of this policy and we thank you for your continuing support of the school.

Appendix 1

Inappropriate use of Social Network Sites

Social media websites are being used increasingly to fuel campaigns and complaints against schools. Headteachers, school staff, and in some cases other parents/pupils. The Governors of Littleton school consider social or 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 Headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil or parent/carer of a child/ren being educated at Littleton is found to be posting libellous or defamatory comments on Facebook or other social network, 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 content or activity which breaches this. The school will also expect that any parent/carer or pupil removes such comments immediately.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites.

We will take very seriously the issue of cyber bullying and the use of social networks by children or parents to publicly humiliate another. We will take and deal with this as a serious incident of school bullying.

Thankfully such incidents are extremely rare.

Staff and parents should note that

- No photographs other than themselves or their children alone may be published online/ on social networking sites*
- No information or photographs may be published online/on social networking sites that would reflect badly on themselves or the reputation of the school.*

We would expect that parents would make all persons responsible for collecting children aware of this policy.