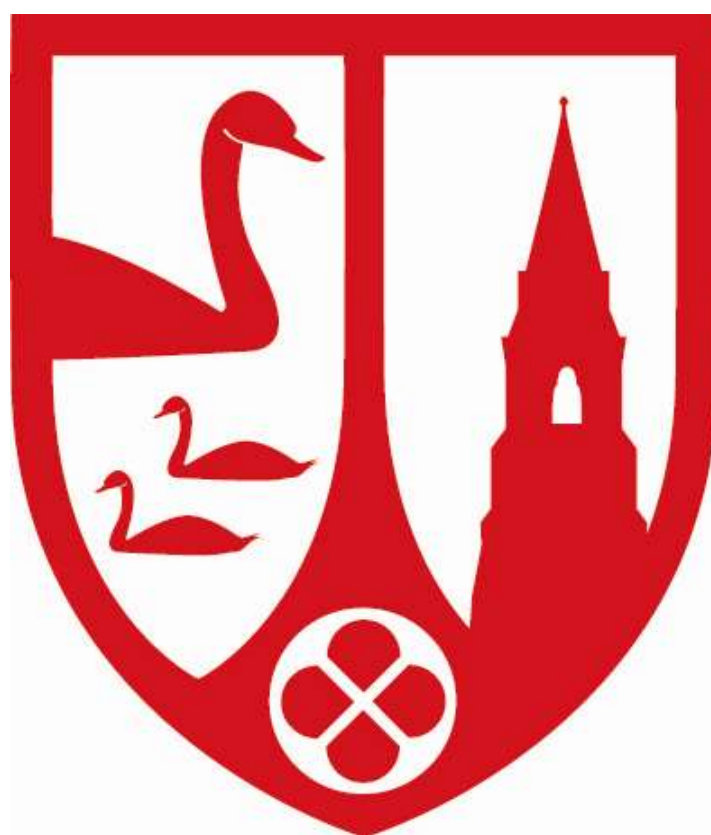


Christ Church School



Code of Conduct for Parents, Carers and Visitors

Updated: July 2019

Introduction

At Christ Church school we are proud and fortunate to have a very dedicated and supportive school community. Staff, governors, parents and carers recognise that the education of our children is a partnership between us.

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

We expect our school community to respect our Christian ethos, keep our school tidy and set a good example of behaviour, both on school premises and in its vicinity, as well as on school visits and related activities elsewhere.

We are grateful to our parent body for the support they give the school and to the vast majority of our parents for the positive and courteous manner in which they interact with staff, children and each other at all times. However, occasional exceptions have made it necessary for us to introduce a code of conduct for the safety and well-being of the school community.

The purpose of this code of conduct is to provide expectations around the conduct of parents, carers and visitors connected to our school. It also sets out the actions that the school may take should the code of conduct be ignored, or where breeches occur. It is important for parents and carers to make sure any persons collecting their children are aware of this policy.

Where difficulties do occur, we are committed to resolving these in a constructive manner, through open and positive dialogue. We understand that everyday misunderstandings can cause frustrations and have a negative impact on relationships. Where issues arise or misconceptions take place, please first of all contact your child's teacher, who will, be available to meet with you at a mutually agreeable time in order to go through the issue and hopefully resolve it. If an issue remains unresolved, then please follow the school's complaints procedure (See later).

Behaviour that is not acceptable:

- Disruptive behaviour which interferes or threatens to interfere with any of the schools 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 member of staff, visitor, fellow parent/carers or child.
- 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 Facebook or other social media sites
- The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment 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 consuming alcohol on school premises. (Alcohol may only be consumed during authorised events)
- Dogs being brought on to the school premises. (other than guide dogs)

Should such examples of unacceptable behaviour occur on school premises or in connection with school, the school may contact the appropriate authorities and/or consider banning the offending person from entering the school premises.

Issues of conduct with the use of Social Media

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

There are school and PSA Facebook pages which allow parents to receive and respond to messages about school events. We encourage you to participate in a positive manner if you wish. 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. It should not be used as a medium to air individual concerns or grievances.

We take very seriously inappropriate use of social media by a parent in order to publicly humiliate or criticise another parent, member of staff or child. Please come and talk to us about your concerns instead.

On-line activity which we consider inappropriate:

- Identifying or posting images/videos of other people’s children
- Abusive or personal comments about staff, governors, children or other parents
- Bringing the school into 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
- Breaching school security procedures

Our E-Safety policy provides further information regarding on-line activities.

We take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined below.

What happens if someone ignores or breaks the code?

In the event of any parent/carer or visitor to the school breaking this code then proportionate action 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 of violence and actual violence to any child, staff or governor 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, or a criminal matter, the school will refer the matter to the Herts for Learning (Hfl) legal team for further action.

In cases where the code of conduct has been broken but the breach was not libellous, slanderous or a criminal matter, then the School will send out a formal letter to the parent/carer with an invitation to a meeting.

If the parent/carer fails to attend the meeting then the School will write to the parent/carer asking them to stop the behaviour causing the concern and warn that, if they do not, they may be banned from the school premises. If the behaviour continues, the parent/carer will be contacted and informed that a ban is now in place.

Note:

- (1) In more serious cases a ban from the school can be introduced without having to go through all the steps offered above
- (2) Site bans will normally be limited in the first instance.

How to raise concerns constructively:

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

1. Initially contact the class teacher at the end of the school day in order to arrange a mutually convenient time to discuss the issue. The meeting can also be arranged through the school office. Emails should not be sent to teachers directly but to the office for the attention of that teacher (admin@christchurchware.herts.sch.uk). The content of emails will be monitored.
2. If the concern remains, then contact the relevant Key Stage leader; following this, the Headteacher/Deputy.
3. If still unresolved, you can contact the school governors through the School's complaints procedure. This is available on the school website: a copy can also be requested from the school office

In normal circumstances, we undertake to respond to communications such as emails within three working days during term-time within opening hours (8.30am -5.00pm).

The Headteacher offers Drop in sessions on Wednesdays between 9.00 – 10am in order to discuss any concerns or issues parents may have. These sessions are booked through the school office.

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

July 2019