



# Singleton Church of England Primary School



## Parent Code of Conduct Policy Mission Statement

### Vision

**“With God all things are possible” Matthew 19:26**

**“I have come so that they may have life and have it to the full” John 10:10**

To provide the children with a variety of challenging and enriching opportunities, enabling them to live life to the full. Developing a growth mind-set, believing that with God everything is possible. To show, love, trust, wisdom and respect, becoming exemplary role models in our community and the wider world.

School lead for this policy:	<b>Amanda Clayton</b>
Committee with oversight for this policy -	<b>Governance Committee</b>
Policy last ratified and adopted by Governing Body	<b>Spring 2023</b>
Policy / Document due for review	<b>Spring 2027</b>

At Singleton Church of England Primary School, we are very fortunate to have a supportive and friendly parent body. Our parents recognise that educating children is a process that involves partnership between parents, class teachers and the school community.

As a partnership, our parents will understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons, we continue to welcome and encourage parents/guardians to participate fully in the life of our school. Singleton Church of England Primary School has a duty of care to all stakeholders, including staff, parents and pupils, to ensure their safety and well-being. The purpose of this policy is to provide a reminder to all parents, guardians and visitors to our school about the expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding.

We believe staff, parents and children are entitled to a safe and protective environment in which to work. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the school.

**Aims:**

All members of the school community treat each other with respect and dignity.

**Expectation:**

- That adults set a good example to children at all times, showing them how to get along with all members of the school and the wider community.
- That no members of staff, governors, parents or children are the victims of abusive behaviour or open to threats from other adults on the school premises.
- That no members of staff, governors, parents or children are victims of abusive material or open to threats from other adults through the use of Social Media. (See appendix 1)

**Where expectations are not achieved:**

- Physical attacks and threatening behaviour, abusive or insulting language verbal or written, to staff, governors, parents and carers, children and other users of the school premises will not be tolerated. The process defined within this policy will be used should any such behaviour occur.
- Please note that incidents of inappropriate parental conduct will be logged with the School.

**Rights:**

- Any parents subject to any of the impositions, defined within this policy, have the right to appeal using the "Complaints Procedure".

Responsibilities: It is the responsibility of the Head Teacher and Governing body to monitor and review this policy.

**Parental Behaviour Policy**

**Guidelines**

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

- Respect the Christian ethos of our school.

Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the school community:

This is not an exhaustive list but seeks to provide illustrations of such behaviour:

- 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 grounds.
- Shouting, either in person or over the telephone
- Intimidating behaviours including displaying temper
- Inappropriate posting on Social Networking sites - e.g. deemed as bullying or personal / derogatory towards members of staff, governors, pupils or the school
- Any breaches of the school's social media policy
- Defamation of the school's or staff character on Facebook or other social sites
- Speaking in an aggressive/threatening tone
- Physically intimidating behaviours, e.g. standing very close
- The use of aggressive hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting e.g. slapping, punching or kicking
- Spitting
- Racist or sexist comments
- Unwarranted and unnecessary correspondence taking up undue teaching and administrative time
- Abusive, insulting or threatening e-mails or text/voicemail/phone messages or other written communication
- Approaching someone else's child in order to discuss or chastise them because of their actions towards another child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Using loud, rude or offensive language or making malicious comments
- The school adopts ZERO TOLERANCE with regards to certain behaviours. See Appendix 2.

### Key Principles

Should any of the above behaviour occur on school premises, or within Social Media, the school will invoke this policy, contact the appropriate authorities or seek involvement of the Police. Should this be necessary, the school will follow these key principles?

- The education of the children of the parent involved will not be compromised in any way
- Clear documentary evidence is kept of any correspondence, action, or decisions for a period of at least 12 months
- The school will fully investigate all valid concerns
- Any formal decisions will be fully communicated to the parent
- Unacceptable behaviour may result in the Police being informed.
- The school reserves the right to take any necessary actions to ensure that member of the school community are not subjected to abuse, this may include seeking legal advice from Lancashire County Council
- School premises are private property and parents have been granted permission from the school to be on school premises. However, in case of abuse or threats to staff, pupils or other parents, school may ban parents from entering school; the Head teacher reserves the right to ban parents from entering the premises. **For school use only**, see model letter 3 in the annex to this policy.
- It is also an offence under section 547 of the Education Act 1997 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned.

- School is not responsible for organising arrangements for children in the above circumstances.
- Parents will need to provide alternative arrangements for bringing children into school.
- In the event of being banned from the grounds, parents have the right of appeal by writing to the Chair of Governors within ten days of permission to enter the school premises being withdrawn.

## Procedures

The school has a range of strategies to employ with any parent who persists with unacceptable conduct. Whilst these sanctions are set out in the policy by way of a sequential process, they can be initiated at any stage if, in the judgement of the Headteacher, the severity of the behaviour warrants such a level of intervention.

### 1. Verbal Warning/Mediation Meeting

- A parent who displays any of the behaviour as described above will be asked politely to desist and offered the opportunity to discuss the matter in person on the first occasion.

### 2. Two Formal Written Warnings

- A formal written letter will be sent to the parent where they continue to act unacceptably. This is signed by the Head Teacher / Chair of Governing body or the Safeguarding Governor if the Chair is not available and circulated to relevant internal parties to ensure that an informed and consistent approach can be adopted. This letter is kept in the file of any pupil at the school. Should a further incident occur, a second formal written warning will be issued.

**For school use only**, see model letters 1 and 2 in the annex to this policy.

### 3. Legal Sanctions

- If a parent breaches the expected standard of behaviour as set out in the Parental Code of Conduct despite formal written warnings, then the school may consider the following the following sanctions – these will only be used in extreme circumstances if a parent continues to exhibit conduct in breach of this policy.
  - **An injunction under the Protection from Harassment Act**  
*The school may seek an injunction requiring them to desist from behaving in the manner in question. The school will seek an injunction against the parent's conduct under the Protection from Harassment Act 1997.*
  - **Anti-Social Behaviour Order (ASBO)**  
The school may seek an ASBO. The Court will have the ability to grant an ASBO which would prohibit the parent from pursuing a certain course of action.

This policy should be read in conjunction with our Parental Complaints Policy. Singleton Church of England Primary School expects all parental complaints to be taken seriously and to be dealt with comprehensively and as far as possible in confidence. Singleton Schools complaints policy allows parents' complaints about school issues to be dealt with efficiently and sensitively, and at the appropriate level. We trust that parents and guardians will assist our school with the implementation of this policy.

## **PERSISTANT AND VEXATIOUS COMPLAINTS - WHO IS A PERSISTENT COMPLAINANT?**

For the purpose of this policy, a persistent complainant is a parent/guardian or member of the public who frequently complains about issues, either formally or informally and, whose behaviour is unreasonable.

Such behaviour may be characterised by:

- actions which are obsessive, persistent, harassing, prolific, repetitious;
- prolific correspondence or excessive e-mail or telephone contact about a concern or complaint;
- uses Freedom of Information requests excessively and unreasonably
- an insistence upon pursuing unsubstantial complaints and/or unrealistic or unreasonable outcomes;
- an insistence upon pursuing complaints in an unreasonable manner;
- an insistence on only dealing with the headteacher on all occasions irrespective of the issue and the level of delegation in the school to deal with such matters;
- an insistence upon repeatedly pursuing a complaint when the outcome is not satisfactory to the complainant but cannot be changed, for example, if the desired outcome is beyond the remit of the school because it is unlawful.

For the purpose of this policy, harassment is the unreasonable pursuit of such actions as in (a) to (g) above in such a way that they:

- appear to be targeted over a significant period of time on one or more members of school staff
- cause ongoing distress to individual member(s) of school staff
- have a significant adverse effect on the whole/parts of the school community
- are pursued in a manner which can be perceived as intimidating and oppressive by the recipient.
- This could include situations where persistent demands and criticisms, whilst not particularly taxing or serious when viewed in isolation, have a cumulative effect over time of undermining confidence, well-being and health.

## **THE SCHOOL'S ACTIONS IN CASES OF PERSISTENT OR VEXATIOUS COMPLAINTS OR HARASSMENT**

In the first instance the school will verbally inform the complainant that his / her behaviour is, or is becoming unreasonable / unacceptable and, if it is not modified, action may be taken in accordance with this policy. This will be confirmed in writing. **For school use only**, see model letter 1 in the annex to this policy.

If the behaviour is not modified, the school will take the issue to the next stage, imposing appropriate punitive measures. This will be confirmed in writing. **For school use only**, see model letter 2 in the annex to this policy.

## **Appendix 1**

### **Inappropriate use of Social Network Site.**

The following is a précis of the school's policy, see the "Social Media Policy".

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

The Governors of Singleton Church of England School considers 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.

In the event that any parent/carer of a child/ren being educated at Singleton Church of England Primary School is found to be posting libellous 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 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. Additionally, and perhaps more importantly is the issue of cyber bullying and the use by one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying.

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

## **Appendix 2**

### **Zero Tolerance**

Zero Tolerance - Singleton Church of England Primary School will not tolerate aggressive or obstructive behaviour, swearing, threatened or actual bodily harm.

Discrimination or harassment of any kind will not be tolerated, nor will malicious damage or theft. Any individual who displays abusive, aggressive or violent behaviour will be asked to leave the site and may be reported to the police. If appropriate, an exclusion order may be issued to prevent an individual coming to or Singleton Church of England Primary School in the future.