



# Code of Conduct for Schools and Parents & Carers

*Working together to create a respectful and inclusive environment for all members of our school community*

## This is how we will work together to ensure that relationships between school and parents are positive and purposeful

### Parents and carers will...

#### Ensure that all interactions with the school community are respectful and courteous

- Work in partnership with staff in the best interests of pupils
- Speak in a way which is respectful and appropriate for a school setting
- Show respect and courtesy to all members of the school community
- Ensure that discussions with staff and others are not recorded without agreement
- Ensure that social media posts are:
  - Respectful of the school and everyone associated with it
  - Thoughtful about children's safeguarding
- Schools keep all written communication (including email) and so think carefully about what is appropriate.
  - Keep it polite and courteous
  - Avoid sending emails outside of normal working hours
  - Understand that you may not receive an immediate response; in term time we will respond as quickly as we can and typically within 48 hours
  - Avoid using the email address of individual staff who may be busy or at home with their families. It is better to use a general email address (such as school office): it will be forwarded to the right person at the right time.
  - Avoid sending frequent and lengthy emails
  - Remember emails are only monitored during school days and term time
- Avoid bringing onto site inappropriate items; vapes, alcohol, weapons
- Remember that only assistance and approved therapy dogs are allowed inside school grounds

### The school will...

- Ensure that all interactions with parents are professional, courteous and respectful.
- School staff will be a model of the behaviour they expect from parents, whether that is in-person or in writing.

### This is what a parent can do if they think the school is not getting it right

- Remain calm and respectful
- Approach the right member of school staff to help resolve any issues of concern
- Raise concerns informally with the Headteacher or a senior member of staff if things are not resolved
- Seek a peaceful solution to all issues
- Seek to balance a pupil's version of events with the school's view
- Use the complaints policy if you need to – but try everything else first

### This is what the school will do if they think a parent is not getting it right

- Informally reminding parents of this code of conduct
- Issuing more formal reminders and, if necessary, a formal warning
- Restricting a parent's access to school staff (in-person and/or in writing)
- Restricting a parent's access to the school site Taking formal external advice (eg, Local Authority, Police, legal)