



TIMU ACADEMY TRUST

Policy Document for : Parent, Carer and Visitor Code of Conduct

Approved by Directors on : Nov 16

Due for Review on : Nov 19

Statement of principles

The directors of Timu Academy Trust encourage close links with parents and the community. We believe that pupils benefit when the relationship between home and school is a positive one. The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school.

The purpose of this policy is to provide a reminder to all parents and visitors to our school about expected conduct so that we can work together to ensure a safe and positive school environment for our children and also to explain the measures that will be taken when issues arise.

Respect and Concern for Others

This guidance supports our Home-School Agreement. We expect parents and carers to show respect and concern for others by:-

- supporting the respectful ethos of our school by setting a good example in their own speech and behaviour towards all members of the school community;
- working together with teachers for the benefit of children. This includes approaching the school to resolve any issues of concern and to discuss and clarify specific events in order to bring about a positive solution;
- reinforcing the school's policy on Behaviour;
- respecting the learning environment appropriately (both in school and off site);
- parking with consideration and respect for others when delivering and collecting children from school.

In order to support a peaceful and safe school environment, the school does not tolerate:-

- disruptive behaviour which interferes with the operation of a classroom, an office area or any other part of the school grounds;
- using loud and/or offensive language or displaying temper;
- threatening harm or the use of physical aggression towards another adult or child. This includes approaching someone else's child in order to discuss or chastise them and physical punishment against your own child on school premises. (Some actions may constitute an assault with legal consequences.);
- damaging or destroying school property;

- abusive, threatening, malicious or inflammatory emails, phone or social network messages;
- smoking and consumption of alcohol or other drugs or accessing the school site whilst intoxicated;
- Dogs being brought onto the school site, other than Guide Dogs

The above behaviours on school premises will be reported to the appropriate authorities and Governors may prohibit an offending adult from entering the school grounds to safeguard our school community.

We trust that parents, carers and visitors will fully support this Code of Conduct.

Aggressive Behaviour towards Staff

On the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal and or physical abuse towards members of school staff or the wider school community.

The directors expect and require its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self defence.

We expect parents and other visitors to behave in a reasonable way towards members of school staff. This policy outlines the steps that will be taken where behaviour is unacceptable. Types of behaviour that are considered serious and unacceptable and will not be tolerated may include:

- shouting at members of the school staff, either in person or over the telephone;
- physically intimidating a member of staff, eg standing very close to her/him;
- the use of aggressive hand gestures;
- threatening behaviour;
- shaking or holding a fist towards another person;
- swearing at staff;
- pushing;
- hitting, eg slapping, punching and kicking;
- spitting;
- racist or sexist comments;
- breaching the school's security procedures.

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

Unacceptable behaviour may result in the police being informed of the incident.

Procedure to be followed

If a parent/carer behaves in an unacceptable way towards a member of the school community, the head of school or appropriate senior staff will seek to resolve the situation through discussion and mediation. Staff will not continue discussions when a parent/carer is behaving in an unacceptable manner, and this will politely be made clear to the parent/carer. If necessary, the school's complaints procedures should be followed.

Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence or abuse (including racism), a parent or carer may be banned by the executive headteacher or head of school from the school premises for a period of time, subject to review.

Following an incident of unacceptable behaviour, the following steps will be taken:

1. The parent/carer will be informed, in writing, that he/she is required to arrange any future meetings with staff in advance via the office, and meetings will be attended by a senior member of staff. This will be reviewed after 6 weeks. Further incidents of unacceptable behaviour may result in a ban from the premises.

Following a further incident, or after an initial extreme act of violence or abuse (including racism):

2. The parent/carer will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached, eg that police involvement or an injunction application may follow

3. Where an assault has led to a ban, a statement indicating that the matter has been reported to the local authority and the police will be included

4. The chair of the board of directors will be informed of the ban

5. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

Social Media Use by Parents and Carers

For the purposes of this policy, social media refers to any interactive platform including but not limited to social networks, internet forums and blogs.

Social media is now widely used, however in some instances it is being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/pupils. Timu Academy Trust 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 School Principal, the Executive Principal or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

The Trust considers the following examples to be inappropriate uses of social media, however this is not an exhaustive list:

- Making allegations about staff or pupils or cyberbullying
- Making complaints about the school or its staff
- Making defamatory statements about the school or its staff
- Putting negative / offensive comments about specific pupils / staff at the school
- Posting racist comments
- Posting comments which threaten violence

In the event that any pupil or parent/carer of a child/ren being educated at Timu Academy Trust is found to be inappropriate comments on Facebook or other social media, they will be reported to the appropriate 'report abuse' section of the 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. The police may be contacted where the school feels it appropriate, for example if it considers a crime has been committed.

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 any member of the school community to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying.

Conclusion

The police may themselves take action where behaviour is unacceptable or there are serious breaches of our home-school agreement or health and safety legislation.

In implementing this policy, the trust will, as appropriate, seek advice from our legal advisers and the Local Authority's education and health and safety departments,, to ensure fairness and consistency.

(Warning letter, from the Executive Headteacher: to parent/carer with child/ren at the school)

Recorded delivery

Dear

I have received a report about your conduct at the school on **(enter date and time)**.

(Add factual summary of the incident and of its effect on staff, pupils, other parents.)

I must inform you that School will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils. Therefore, I now require that until **(Date, 6 weeks)** if you wish to meet with any members of staff, you book this in advance with the school office. Any such meetings will also be attended by a member of the Senior Leadership Team.

If, in the future, I receive any reports of conduct of this nature I will be forced to consider removing your permission to enter the school grounds and buildings.

I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received about your conduct. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct. To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by **(state date ten working days from the date of letter)**.

Yours sincerely,

Executive Headteacher

(Banning Letter, from the Board of Directors: to parent/carer with child/ren at the school)

Recorded delivery

Dear

I have received a report from the executive head teacher at School about your conduct on **(enter date and time)**.

(Add factual summary of the incident and of its effect on staff, pupils, other parents.)

I must inform you that the Timu Academy Trust Board of Directors will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils. On the advice of the executive headteacher I am therefore instructing that until **(add date)** you are not to reappear on the premises of the school. If you do not comply with this instruction I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

In the case of KS2 children include:

For the duration of this decision you may bring your son(s)/daughter(s) **(complete as appropriate)** to school and collect them/him/her (delete as appropriate) at the end of the school day, but you must not go beyond the school gate.

In the case of KS1/Nursery children, also insert

Arrangements have been made for your **(delete as appropriate)** son(s)/daughter(s) (insert child/rens names) to be collected, and returned to you, at the school gate by a member of the school's staff.

The withdrawal of permission for you to enter the school premises takes effect straightaway. However, I still need to decide whether it is appropriate to confirm this decision. Before I do so, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received from the head teacher. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct. To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by **(state date ten working days from the date of letter)**.

If on receipt of your comments I consider that my decision should be confirmed, or extended, you will be supplied with details of how to pursue a review of the circumstances of your case. In any event, the decision to withdraw your licence to enter the school premises will be reviewed by
(complete as appropriate). That review will take account of any representations that you may have made and of your subsequent conduct.

Yours sincerely,

Chair of Timu Academy Trust Board of Directors

(Letter updating a banning letter, from the Board of Directors, confirming ban: to parent/carer with child/ren at the school)

Recorded delivery

Dear

On **(give date)** I wrote to you informing you that on the advice of the executive headteacher, I had withdrawn permission for you to come onto the premises ofSchool until **(insert date)**. To enable the Board of Directors to determine whether to confirm this decision, or to impose it for a longer period, I gave you the opportunity to give your written comments on the incident concerned by **(give date)**.

I have not received a written response from you / I have now received a letter from you dated **(insert the date)**, the contents of which I have noted. **(delete either sentence as appropriate)**

In the circumstances, and after further consideration of the head teacher's report, I have determined that the decision to withdraw permission for you to come onto school premises should be confirmed/extended. **(delete as appropriate)** I am therefore instructing that until (insert date) you are not to come onto the premises of the school without the prior knowledge and approval of the head teacher. If you do not comply with this instruction I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted, you are liable to a fine of up to £500.

Despite this decision the executive headteacher and staff atSchool remain committed to the education of your child/children **(delete as appropriate)**, who must continue to attend school as normal under the arrangements set out in my previous letter.

The Board of Directors will take steps to review the continuance of this decision by **(give date)**. When deciding whether it is necessary to extend the withdrawal of permission to come onto the school's premises, the Board of Directors **(delete as appropriate)** will take into account the extent of your compliance with the decision, any appropriate expressions of regret and assurances of future good conduct received from yourself and any evidence of your co-operation with the school in other respects.

(Include where the incident has arisen within the context of a parental complaint against the school:)

Finally I would advise you that I have asked the head teacher to ensure that your complaint **(give brief details)** is considered under the appropriate school procedure. You will be contacted about this by the school in due course.

If you wish to pursue the matter further, you have a right to a review of the circumstances of this case by Timu Academy Trust's Board of Directors.

Yours sincerely,

Chair of Timu Academy Trust's Board of Directors

(Letter updating a banning letter, from Board of Directors, withdrawing ban: to parent/carer with child/ren at the school)

Recorded delivery

Dear

On **(insert date)** I wrote to you informing you that, on the advice of the executive headteacher, I had temporarily withdrawn permission for you to come onto the premises of School. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to let me have your written comments on this incident by **(insert date)**

I have not received a written response from you / I have now received a letter from you dated **(insert date)**, the contents of which I have noted. **(delete either sentence as appropriate)**

In the circumstances, and after consulting with the head teacher, I have decided that it is not necessary to confirm the decision, and I am therefore restoring to you the permission to come onto the school premises, with immediate effect.

Nevertheless I remain very concerned at the incident which occurred on **(insert date)**, and I must warn you that if there is any repetition of your behaviour on that occasion, I shall not hesitate to withdraw permission for you to come onto the premises.

Yours sincerely,

Chair of Timu Academy Trust Board of Directors

(Letter, from the Board of Directors, following formal review of a banning letter, extending ban: to parent/carer with child/ren at the school)

Recorded delivery

Dear

I wrote to you on **(insert date)** withdrawing permission for you to come onto the premises of School until **(insert date)**. In that letter I also advised you that I would take steps to review this decision by **(insert date)**.

I have now completed the review. After consultation with the executive headteacher, I have determined that it is not yet appropriate for me to withdraw my decision. **(Give a brief summary of reasons)**

I therefore advise that the instruction that you are not to come onto the premises of School without the prior knowledge and approval of the head teacher remains in place until **(insert date)**.

I shall undertake a further review of this decision on **(insert date)**. **(Insert if the letter is from the Board of Directors)** If you are dissatisfied with this decision, you have a right to request a review of the decision by the Board of Directors.

Yours sincerely,

Chair of Timu Academy Trust Board of Directors

(Letter, from the Board of Directors, following formal review of a banning letter, ending ban: to parent/carer with child/ren at the school)

Recorded delivery

Dear

I wrote to you on **(insert date)** informing you that I had withdrawn permission for you to come onto the premises of School until **(insert date)**. In that letter I also advised you that I would take steps to review this decision by **(insert date)**.

I have now completed the review. After consultation with the head teacher, I have decided that it is now appropriate to change that decision and I am therefore restoring to you the permission to come onto the school premises, with immediate effect.

I trust that you can now be relied upon to act in full co-operation with the school and that there will be no further difficulties of the kind which made it necessary for me to prevent you entering the premises.

I should point out that if there is any repetition of your behaviour, I shall not hesitate to withdraw permission for you to come onto the premises once more.

Yours sincerely,

Chair of Timu Academy Trust Board of Directors