



TIMU
ACADEMY
TRUST

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

Approved by Trustees on : February 2020

Due for Review on : February 2023

Statement of principles

The Trustees 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

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 service 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 Trustees 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, e.g. 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 Principal 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:

- 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. Further incidents of unacceptable behaviour may result in a ban from the premises. Each case will be reviewed; the time frame is dependent on the length of the ban

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

- 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, e.g. that police involvement or an injunction application may follow
- 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
- The Chair of the Board of Trustees will be informed of the ban
- 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 contact 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.