



Parent Communication Code of Conduct for Parents

Version Control

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Communication Policy and Code of Conduct for Parents and Carers

At Willow Farm Primary School we are fortunate to have a dedicated and supportive school community. Our staff, governors, parents, and carers all recognise that the education of our children requires a strong partnership among all parties involved. As a partnership, we are all aware of the importance of good working relationships.

For these reasons we welcome and encourage parents and carers to fully participate in the life of our school. This policy, which serves as a *Code of Conduct for Parents and Carers*, is a reminder to all parents, carers, and visitors about the expected conduct while connected to our school

Why communication is important

A close working relationship between school and home underpins any child's ability to take every opportunity school life has to offer, and to enjoy their time with us. We hope that the table below serves as useful reference for the ways in which you can communicate with school and maintain a strong working relationship, ultimately helping your child make great progress.

Even when all parties are working hard to maintain a strong relationship, we understand that everyday misunderstandings can develop and can cause frustrations. At Willow Farm Primary School, we are committed to resolving difficulties in a constructive manner through open positive dialogue. In this way we hope to avoid further misunderstandings and ensure that children's needs are given priority.

Our school already has a code of conduct for all employees. This policy serves as a *Code of Conduct for Parents and Carers* and is aimed at the wider school community, ensuring everyone understands the expected behavior of all visitors and those connected with the school. The policy clarifies unacceptable behavior and seeks parental agreement to these expectations. It also outlines the actions the school are entitled to take if this code is ignored or breached.

Behaviour that will not be tolerated from parents, carers or visitors:

- Disruptive behaviour which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises.
- Using loud or offensive language or displaying temper.
- Threatening a member of staff, visitor, fellow parent/carer, or pupil in any way
- 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 social media or other 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 the consumption of alcohol on school premises. (Alcohol may only be consumed during authorised events)
- Dogs being brought on to the school premises. (Other than medical assistance and guide dogs)

Please note: parents/carers must make sure all persons collecting their children are aware of this policy.

What happens if the code is ignored or broken?

In the event of any parent/carer or visitor of the school breaking this code, then proportionate actions will be taken as follows:

- In cases where the code of conduct has been broken then the school may send out a formal letter to the parent/carer with an invitation to a meeting.^[1]
- Following the meeting, if necessary, the school will write to the parent/carer and ask them to stop the behaviour causing the concern and warn that if they do not, they may be banned from the school premises. Mediation may be offered to parents.
- If the behaviour continues the parent/carer will be written to again and informed that a ban is now in place.^[2]
- In cases where unacceptable behaviour is considered to be a serious and potentially a criminal matter, the concerns will be referred to Nottinghamshire Police. This will include any or all cases of threats or violence and actual violence to any child, staff member 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 could be libelous or slanderous then the school will consider its options for taking legal action.

Notes:

^[1] A ban from the school can be introduced without having to go through all the steps offered above in more serious cases.

^[2] Site bans may be limited in the first instance

Issues relating to Social Media

There may be unofficial online school groups managed by parents for parents, such as WhatsApp groups, and they can be a source of knowledge, support and advice. If you choose to engage with these groups, we ask that you do so positively. However, if you do use these social media spaces, we ask that you use common sense when discussing school life online. Please, think before you post.

We ask that social media, whether public or private, should not be used to voice complaints against the school, school staff, parents or pupils. Instead, parents are advised to follow the Complaints Procedure as this is the established route to resolve them. Parents should reflect on how they would respond if they were subject to public scrutiny on social media. Once messages are posted, they are in the public domain and are not easily retracted. We take inappropriate use of social media by a parent to publicly humiliate or criticise another parent, pupil or member of staff very seriously.

If parents do have concerns about their child in relation to the school, rather than resort to social media, they should:

- Initially contact the class teacher
- If the concern remains, they should contact the Head Teacher
- If still unresolved, the school governors should be contacted, following the complaints procedure

Online activity which we consider inappropriate:

- Identifying or sharing images/videos of pupils
- Abusive or personal comments about staff, pupils 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 pupils
- Using social media to publicly challenge school policies or discuss issues about individual children
- Threatening behaviour, such as verbally intimidating staff, making threats or using bad language
- Breaching school security procedures

What if parents wish to make a complaint?

We have a separate complaints policy which is shared with parents and carers each year and is published on the school website. Families should email school or ask to speak to a member of the senior team if they feel that their child's class teacher has been unable to resolve an issue. For further details, please visit [Complaints-Procedure.246120842.docx \(live.com\)](#)

At our school we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above, as well as our school Safeguarding and Child Protection Policy.

We thank you for your cooperation in adhering to the above code of conduct.

How parents, carers and families can contact out school

This table outlines the best ways for you to contact us if you have a question or comment to make or if you would like to arrange a meeting:

I want to...	Speak to my child's teacher	Find out about a class event	Find out about a whole school event	Speak to a member of the admin/attendance teams (about absences, payments, school trips etc)	Learn more about a school policy/practice	Speak to a member of the pastoral or senior team
Brief face to face chat at the end of the day	✓					✓
Call the school (phone)			✓	✓		✓
Arrange a meeting by phoning school office	✓					✓
Check Arbor App letters and/or your emails		✓	✓			
Send an email				✓		✓
Look on the website			✓		✓	