



SAFE START SCHOOL

WILLPOWER-INITIATIVE-SUCCESS-EMPATHY

Parent/Carer/Visitor Code of Conduct

Created: October 2023
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This Code of Conduct is an unsigned agreement between the parent, carer, visitor and Safestart School.

At Safestart School, we are very proud and fortunate to have a dedicated and supportive school community.

At our school, the staff, governors, parents and carers all recognise that the education of our children is a partnership between us, and that this partnership relies on positive relationships and clear communication.

We expect our school community to respect our school ethos, keep our school tidy, and set a good example with their own behaviour - both on school premises and when accompanying classes on school visits.

This code of conduct aims to clarify our expectations and the types of behaviour that will not be tolerated.

It also sets out the actions the school can take, should this code be ignored or where breaches occur.

Code of Conduct Expectations Parents/carers are expected to:

- Support children with their learning encourage children to do their best at all times
- Not use their mobile phones on the premises
- Behaviour that will not be tolerated: disruptive behaviour which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises, any inappropriate behaviour on the school premises using loud or offensive language or displaying temper threatening in any way, a member of staff, visitor, fellow parent/carers or child damaging or destroying school property, sending abusive or threatening emails, 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 Facebook 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 guide dogs)
- Should any of the above occur on school premises or in connection with school, the school may feel it is necessary to take action by contacting the appropriate authorities or consider banning the offending adult from entering the school premises.

- It is important for parents and carers to make sure any persons collecting their children are aware of this policy. When problems arise We understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships. Therefore, we are committed to resolving difficulties in a constructive manner, through an open and positive dialogue.
- Where issues arise, or misconceptions take place, the following process should be followed:
 1. Contact your child's teacher, who will try to discuss and resolve it.
 2. If the issue remains unresolved, please make an appointment to meet with the Headteacher.
 3. If still unresolved, follow the school's complaints procedure. This complaints procedure is available on the school website or a copy can be requested from the school office.
- What happens if someone ignores or breaks the Code of Conduct?

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

 1. In cases where the code of conduct has been broken but the breach was not libellous, slanderous or a criminal matter, then the school will send out a formal letter to the parent/carer to deal with the matter.
 2. In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will in the first instance be referred to the Police. This will include any or all cases of threats or violence and actual violence to any child, staff or governor in the school. Also included is 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 would be tantamount to libel or slander, the school will refer the matter to their Legal Team for further action.
 3. If the parent/carer refuses to stop the behaviour causing the concern, they will be warned that if they do not they may be banned from the school premises.
 4. If this behaviour continues, the parent/carer will again be written to and informed that a ban is now in place.

Note: a ban from the school can be introduced without having to go through all the steps offered above in more serious cases. site bans will normally be limited in the first instance.
- Issues of conduct with the use of Social Media Most people take part in online activities and social media. It's fun, interesting and keeps us connected. Within these spaces however, we ask that you use common sense when discussing school life online. 'Think before you post' - we ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents or children. We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, member of staff or child.

- If parents have any concerns about their child in relation to the school, as we have said above they should:
 1. Initially contact the class teacher
 2. If the concern remains, they should contact the Headteacher
 3. If still unresolved, follow the complaints procedure.
 They should not use social media as a medium to air concerns or grievances.
- Online activity which we consider inappropriate:
 - Identifying or posting images/videos of other people's children
 - Abusive or personal comments about staff, governors, children 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 children
 - Using social media to publicly challenge school policies or discuss issues about individual children or members of staff threatening behaviour, such as verbally intimidating staff, or using bad language
 - Breaching school security procedures
 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 a partnership, we are all aware of the importance of good working relationships and all recognise the importance of these relationships to equip our children with the necessary skills for their education. For these reasons, we will continue to welcome and encourage parents and carers to participate fully in the life of our school. Thank you for abiding by this code in our school. Together we create a positive and uplifting environment not only for the children, but also for all who work and visit our school.