



**OXFORDSHIRE
COUNTY COUNCIL**

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St Blaise Church of England Primary School

Achieving together

Code of Conduct for Parents and Carers

Mission Statement

*St Blaise provides inspiration through Christian values enabling
all to become the best that they can be*

Current issue: June 2018
Review date: June 2021
Headteacher: Ruth Leach
Chair of Governors: Kevin Moyes

At St Blaise C of E School we are very proud and fortunate to have a very dedicated and supportive school community.

At our school the parent body, carers, staff, governors and friends of the school all recognise that the education of our children is a true partnership. We are therefore aware of the importance of good working relationships which enable the children in our care to grow with the necessary skills for adulthood.

This code is aimed at parents and carers and serves as a reminder of the expectations of the behaviour of all those connected with the school. Our school already has a code of conduct for all our employees and volunteers.

We understand that everyday frustrations can cause misunderstandings and have a negative impact on our relationships. Establishing when and why this happens is important. Parents and carers should know that we will always remain committed to resolving difficulties in a constructive manner through open, positive dialogue.

Therefore this policy aims to:

- identify a framework for good working relationships
- clarify the types of behaviour that cannot be tolerated
- set out the actions the school can take should this code be ignored or where breaches occur.

Good Working Relationships

- St Blaise has an open door policy which means we pride ourselves on being available to parents and carers. We will always make every effort to meet and discuss any issues, straight away. If this cannot happen an appointment will be made for a mutually convenient time at the earliest opportunity.
- Activities are promoted to encourage all parents to feel welcome in school. If you do not 'feel the warmth of the St Blaise family' please let us know how we might improve.
- Parents and carers are encouraged to attend the many events on offer, these include for example: stay and play mornings, breakfast and lunch invitations, attending Worship, curriculum information evenings and sports events.
- Parents' and carers' help in the classroom and on school trips is welcomed.
- Specific parents' and carers' afternoons/evening are held three times a year to update you on your child's progress. At these meetings we also help you find out how you can help your child at home. Parents and carers are also welcome to come into school at other times.
- Home-school diaries are used to support your child's learning at home and can be used for home-school messages.
- Children love to tell you about their school day: try questions such as 'What have you enjoyed doing at school today?' or 'What have you learnt in maths today?' Your child telling you about their day will help build a positive school experience.

- Staff are almost always available for a brief chat at the end of the school day when children are returned to your care, either from the playground or at the minibus drop-off point.
- Staff will ring you with any concerns, or you may ring them at the end of the school day.
- All accidents are recorded and an accident form sent home; staff will also ring if accidents involve any bumps to the head.
- We have a friendly and approachable office staff. If you have any questions about the many procedures we have in place to facilitate the smooth running of the school, Caroline Bradbury and Jude Savage are more than willing to answer them.
- The school often uses questionnaires to canvass your views and opinions, as they are important to us.
- Parents and carers are encouraged to bring any concerns first to the class teacher, then the headteacher.
- Governors work closely with school staff to support good working relationships. They are always available to listen and act as a go-between if there is an unlikely event in which you feel you are not being listened to.

Behaviour that can not be tolerated

This can be defined as 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 in any way, a member of staff, visitor, fellow parent/carer or child.
- 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 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 your own child. (Be aware, 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).
- Taking photographs without permission.
- Using mobile phones in the building.

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 and/or regrettably, consider banning the offending adult from entering the school premises altogether.

What happens if someone ignores or breaks the code?

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 unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will in the first instance be referred to Thames Valley Police. This will include any or all cases of threats or violence and actual violence to any child, staff 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 would be tantamount to libel or slander then the school will refer the matter to the County Council's Legal Team for further action. In cases where the code of conduct has been broken but the breach was not libellous, slanderous or criminal matter, then the school will send out a formal letter to the parent/carer with an invitation to attend a meeting.

If the parent/carer declines to attend the meeting then 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. If after this, the behaviour continues the parent/carer will again be written to and informed that a ban is now in place.

Note: (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 will normally be limited in the first instance.

Complaints

This code of conduct does not prevent parent/carers from raising a legitimate complaint in an appropriate fashion.

In most cases we hope that all complaints and concerns can be resolved through open dialogue with class teachers or other members of staff as appropriate.

Where you are not satisfied with responses received however, we would ask that you then follow the complaints procedure as laid out in our school complaints policy. This is available on the schools website but if you would prefer please contact the school office and we can arrange for a hard copy to be made available.

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.

There are various online school groups managed by parents for parents, such as class Facebook pages, and they can be a wonderful source of knowledge, support and advice. Within these spaces however we ask that you be careful when discussing school life online; if you are in doubt about a posting then please check first with other parents, a Governor or a member of staff.

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 pupils.

We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, pupil or member of staff.

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 head teacher
3. If still unresolved, the school governors through the complaints procedure

Online activity which we consider inappropriate:

- Identifying or posting images/videos of children (other than your own)
- Abusive or personal comments about staff, 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
- 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.

Thank you for abiding by this policy in our school. Please note: parents/carers should make sure all persons collecting their children are aware of this policy.

Together we can create a positive and uplifting environment, not only for the children to flourish, but also for all who work and visit our school.