PARENT & CARER CODE OF CONDUCT

1 Introduction

1.1 At All Saints Church in Wales Primary School, we are very proud to have a dedicated and supportive school community. We value the strong relationship with our parents and carers. Together, this helps us achieve the very best for the children in a mutually supportive partnership between parents, carers, teaching staff and the whole school community.

1.2 As a partnership, parents understand the importance of a good working relationship with our school. We continually welcome and encourage parents and carers to participate in the life of the school. Parents and carers are always encouraged to contact the school with any concerns and/or issues so that they can be resolved.

1.3 If parents / carers have any concerns about their child in relation to school, they should:

1.3.1 Initially follow the school communication flowchart for parents and contact the most appropriate person. (Appendix 1);

1.3.2 If still unresolved, the matter can be raised with the Governing Body through the complaints procedure, which is available on the school website.

1.4 In addition, we also expect our parents, carers and visitors to keep our children safe and respect our local community by adhering to the school's request to drive and park safely during morning and afternoon collections.

2 Purpose of the Code of Conduct

2.1 The purpose of this code of conduct is to provide the expectations around the conduct of all parents, carers and visitors connected to our school.

2.2 This code aims to clarify the types of behaviour that will not be tolerated and seeks parental agreement to these expectations.

2.3 The code of conduct also sets out the actions the school can take should this code be ignored or where breaches occur.

2.4 **Parents, carers and visitors are reminded:**

- To respect the caring ethos and Christian values of the school;
- That both staff and parents / carers need to work together for the benefit of their children;
- Approaching school staff for help to resolve an issue is done in an appropriate manner; and
- All members of the school community are treated with respect, using appropriate language and behaviour.

2.5 **The school will not tolerate:**

- Disruptive behaviour which interferes or threatens to interfere with any of the school's operation or activities anywhere on the school premises;
- Any inappropriate behaviour on the school premises;
- Use of loud or offensive language or displaying temper;
- Threatening, in any way, a member of staff, visitor, fellow parent/carer or pupil;
- Damaging or destroying school property;
- Sending abusive or threatening e-mails or text/voicemail/phone messages or other written communications (including social media, WhatsApp) to anyone within the school community;
- Defamatory, libellous, offensive or derogatory comments regarding the school or any of the pupils/parents/staff/governors at the school on Facebook or other social media sites or social messaging apps like WhatsApp or Messenger.
- The use of physical violence, 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, vaping, taking illegal drugs or the consumption of alcohol on school premises. (Alcohol may only be consumed during authorised event where an appropriate license has been applied for.)
- Dogs being brought on to the school premises. Service dogs are the only exception.

2.6 Should any of the above occur on school premises, or in connection with the school, the school may feel it necessary to take action by contacting the appropriate authorities and/or consider banning the offending adult from entering the school premises.

2.7 It is important for parents and carers to make sure any persons collecting their children are aware of this policy.

3 What happens if someone ignores or breaks the code?

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

3.1.1 In cases where the unacceptable behaviour is considered to be a serious and potential criminal matter, the concerns will in the first instance be referred to the Police. This will include any or all cases of threats of violence or 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 bullying.

3.1.2 In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the school will refer the matter to the Vale of Glamorgan Council Legal team for further action.

3.1.3 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 invite to a meeting with the Head Teacher.

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

3.1.5 **Note:**

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

3.1.5.2 Site bans will normally be limited in the first instance.

4 Issues of conduct with the use of Social Media and Messaging Apps

4.1 '**Social media**' is the term commonly given to web-based tools which allow users to interact with each other in some way – by providing information, signposting to services, sharing opinions, knowledge and interests online as well as messaging. As the name implies, social media involves the building of online communities or networks to encourage participation, engagement, pass information and services over a wide network of people. This could include blogs, message boards, social networking websites (such as Facebook, X – formerly known as Twitter, LinkedIn etc.) content sharing websites, (such as Flickr, YouTube) and messaging apps such as WhatsApp and Messenger.

4.2 Most people take part in online activities and social media, it is an important way of keeping connected. The school uses Google Classroom and Seesaw with the children to share homework and deliver classwork. The school also has an Instagram account @allsaintsciwps through which we share many of

the exciting learning opportunities and experiences that we provide for our children.

4.3 Within these social media and messaging spaces however we ask that you use common sense when discussing school life online.

4.4 '**Think before you post'** We ask that social media and messaging apps, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents or children.

4.5 We take very seriously inappropriate use of social media and messaging apps by a parent to publicly humiliate or criticise another parent, carer, member of staff or child.

4.6 **Online activity which we consider inappropriate:**

- Identifying or posting images / videos of children which are not your own;
- 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, governors 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.

4.7 In the event that any pupil/parent/carer of the school is found to be posting libellous or defamatory comments on any social media network sites they will be reported to the appropriate "report abuse" section of the network site. The school will also expect the pupil/parent/carer to remove such comments immediately. The school will consider its legal options to deal with any such misuse or inappropriate behaviour.

4.8 At our school we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above.

5 Conclusion

5.1 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 all who work and visit our school.

'As many hands build a house, so many hearts make a school.'

Parent & Carer Code of Conduct written: December 2023
To be reviewed: December 2029

Appendix 1

Recommended Communication Procedure for Parents & Carers

If you have a concern that relates to your child at the school, please follow the procedure below:

<table>
<tr><th>Learning Concerns.</th><th>Pastoral Concerns
(Pastoral care covers our support of your child's individual needs, their emotional wellbeing and helping them with any personal problems they may be experiencing at school.)</th><th>Concern relating to a particular learning or physical needs.</th><th>Issues relating to staff.</th><th>Concerns or queries relating to school administration.</th></tr>
<tr><td>Please discuss any concerns with your child's class teacher. They are happy to meet you at the door for a short conversation or leave a message with Mrs Germon or Mrs Gough and they will arrange for the class teacher to contact you.</td><td>Please meet with your child's class teacher and talk about your concerns.</td><td>Please meet with your child's class teacher and talk about your concerns, in the first instance.

Please arrange a meeting with the school's Additional Learning Needs Coordinator (ALNCo)

Mrs Evans</td><td rowspan="4">Please contact the school office who will forward your concern to the most appropriate person.</td><td rowspan="4">Please contact any of our administration staff.</td></tr>
<tr><td colspan="2">If you feel you need a further conversation please contact a member of the Senior Leadership team
via email office@allsaintspsbarry.co.uk
Mrs Evans
Mrs Webb</td></tr>
<tr><td colspan="2">Please make an appointment to see Mr Ashworth our Deputy Headteacher if you remain concerned following the steps above at office@allsaintspsbarry.co.uk</td></tr>
<tr><td colspan="2">Please make an appointment to see our Headteacher: Mr Williams if you remain concerned after following the steps above.</td></tr>
</table>

Teachers are usually available after school for informal conversations and appointments can be made with all of the above teaching staff by contacting the school office on 01446 745726 or emailing **office@allsaintspsbarry.co.uk** If you are writing to the school, it is really helpful if you give us as much information about the background of your concern or complaint as possible, including who it involves, and what you would like the outcome to be. Please do not email staff directly on their Hwb email addresses as these are not currently monitored daily unlike the school inbox. **All parental communications should come via office@allsaintspsbarry.co.uk** Please allow up to 5 - 10 working days for responses, however, we will always try to answer any queries in a shorter timeframe.	