

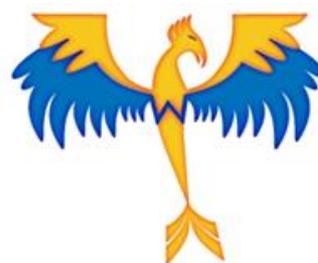
THE WEMBLEY SCHOOLS FEDERATION



LYON PARK PRIMARY SCHOOL

WEMBLEY PRIMARY SCHOOL

PARENT / CARER CODE OF CONDUCT POLICY



WEMBLEY PRIMARY SCHOOL

Approved by: Full Governing Board

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Last reviewed on: May 2025

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1. Purpose and scope

At The Wembley Schools Federation, we believe it's important to:

- › Work in partnership with parents to support their child's learning
- › Create a safe, respectful and inclusive environment for pupils, staff and parents
- › Model appropriate behaviour for our pupils at all times

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the Staff Code of Conduct) and pupils (through our Behaviour Policy).

This Code of Conduct is an unsigned agreement between the Parent / Carer, Governing Board, Visitor and The Wembley Schools Federation (Lyon Park Primary School & Wembley Primary School).

We use the term 'parents/carers' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

We are very proud and fortunate to have a very dedicated and supportive school community; staff, governors, parents and carers all recognise that the education of our children is a partnership between us.

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

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

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.

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.

We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. However, we understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships. Where issues arise or misconceptions take place, please contact your child's teacher or the Headteacher, who will be available to meet with you and go through the issue and hopefully resolve it. Where issues remain unresolved, please follow the school's complaints procedure. This is available on the school website or a copy can be requested from the school office.

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

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

2. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- › Respect the ethos, vision and values of our school
- › Work together with staff in the best interests of our pupils
- › Treat all members of the school community with respect – setting a good example with speech and behaviour
- › Seek a peaceful solution to all issues
- › Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- › Approach the right member of school staff to help resolve any issues of concern
- › Refer all concerns to a member of staff and not attempt to resolve issues by speaking directly to other parents/carers or child/ren in question.

3. Behaviour that will not be tolerated

- › Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- › Swearing, or using offensive language
- › Displaying a temper, or shouting at members of staff, pupils or other parents / carers
- › Threatening another member of the school community
- › Sending abusive messages to another member of the school community, including via text, email or social media
- › Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- › Any aggressive behaviour (including verbally or in writing) towards another child or adult
- › Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- › Smoking or drinking alcohol on the school premises including vaping
- › Possessing or taking drugs (including legal highs)
- › Bringing dogs onto the school premises (other than guide dogs)
- › Using derogatory language targeted at any member of the school community related to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Inappropriate use of Social Network Site

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents / carers or pupils.

The Department for Education/Government and Governors of The Wembley Schools Federation considers the use of social media websites being used in this way as unacceptable. Any concerns you may have about the school or your child/children must be made through the appropriate channels by speaking to the class

teacher, the Headteacher or the Chair of Governors, where they will be dealt with fairly, appropriately and effectively for all concerned.

Libellous or Defamatory posts

In the event that any pupil or parent/carer of a child/children at The Wembley Schools Federation is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network 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.

Cyber Bullying

We take very seriously inappropriate use of social media by a parent / carer to publicly humiliate or criticise another parent / carer, member of staff or child. We will take and deal with this as a serious incident of school bullying.

The school will also consider its legal options to deal with any such misuse on social networking and other sites.

'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 / carers or children.

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

1. Initially contact the class teacher
2. If the concern remains they should contact the Headteacher
3. If still unresolved, the school governors through the complaints procedure

They should not use social media as a medium to air any concerns or grievances.

Online activity which we consider inappropriate:

- **Identifying or posting images/videos of children- Identifying children, other than your own, without consent.**
- Abusive or personal comments about staff, governors, children or other parents / carers
- Bringing the school into disrepute
- Posting defamatory or libelous 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.

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

4. Breaching the code of conduct

If the school suspects, or becomes aware, that a parent / carer has breached the code of conduct, the school will gather information from those involved and speak to the parent / carer about the incident.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent / carer
- Invite the parent into school to meet with a senior member of staff or the headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from HR / legal regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent / carer from the school site

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the headteacher.

The headteacher will consult the chair of governors before banning a parent/ carer from the school site.

Thank you for abiding by this policy 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.

Note: Parents / carers please ensure they make all persons responsible for collecting their children aware of this policy.