



## PARENT/CARER AND VISITOR CODE OF CONDUCT

### **VISION**

At St. Andrew's and Christ Church SW9 (known collectively as the SW9 Partnership) we welcome you to our happy and safe families where we encourage everyone to do their very best.

Our schools are caring schools that aim to create stimulating learning environments in which every individual can reach their full potential.

### **CODE OF CONDUCT**

At the SW9 Partnership we value our strong relationship with parents and carers. This mutually supportive partnership between parents, staff and the school community help us achieve the very best for the children.

As a partnership, our parents should model a good working relationship with the school to equip their children with the necessary skills for adulthood. For these reasons we continually welcome and encourage parents or carers to participate fully in the life of our school.

Creating the best outcomes for children requires the relationship between home and school to be based on the principles of care, integrity, trust and mutual respect. The maintenance of this relationship is important to ensure that children are safe and not open to undue distress and anxiety.

### **GUIDANCE**

*\*From here on our "School Communities" refer to all staff members, parents, children, visitors and any other people who have business with St. Andrew's and/or Christ Church SW9.*

### **OUR SCHOOLS ARE COMMITTED TO:**

- Listening to and responding to the needs and concerns of our children, parents and carers
- Informing and involving parents and carers regarding achievements or concerns that affect your child's education and welfare
- Raising and responding to concerns in a constructive and mutually supportive way with our children, parents and carers

### **WE REQUIRE THAT PARENTS, CARERS AND VISITORS COMMIT:**

- To respect the caring ethos and values of our schools
- To understand that both teachers and parents need to work together for the benefit of their children
- To ensure that approaching school staff for help to resolve an issue is done in an appropriate enquiring manner and not in an accusatory way
- To ensure that all members of the school community are treated with respect using appropriate language and behaviour; (Our staff have the right to work in a safe environment without fear or intimidation, assault or verbal abuse from anyone with whom they come into contact)
- To understand that we must work with a child to clarify their version of events to bring about an appropriate solution to an issue
- To correct their child's actions especially where it could lead to conflict, aggressive or unsafe behaviour – both on and off the school premises
- To use other strategies as opposed to using 'staff' as threats to admonish their children's behaviour
- To recognise the need for staff to have a reasonable workload and work-life balance and that they will not be expected to respond to emails or phone calls outside of their working day, during the evening and at weekends
- To ensure that any feedback is directed to the appropriate person. If your concern relates to something specific relating to your child in a particular classroom then it may be best to resolve directly with the teacher concerned in the first instance and only escalate if needed

**IN ORDER TO SUPPORT PEACEFUL AND SAFE SCHOOL ENVIRONMENTS WE WILL NOT TOLERATE PARENTS, CARERS OR VISITORS EXHIBITING THE FOLLOWING TYPES OF BEHAVIOUR:**

- Disruptive behaviour which interferes or threatens to interfere with any of the schools operation or activities anywhere on or off the school premises
- Any inappropriate behaviour on the school premises
- Using loud or offensive language, swearing or displaying temper, including aggressive hand gestures to any member of the school community. Shouting at members of the school staff, either in person or on the telephone
- Threatening, in any way, a member of school community either in person, on the telephone or via email or social media
- Damaging or destroying school property
- The use of physical or verbal aggression towards another member of the school community. This includes physical punishment against your own child on school premises
- Physically intimidating a member of staff
- Approaching someone else's child to discuss or chastise them because of the actions of this child towards their own child
- Approaching another parent/carer to discuss or chastise them because of the actions of other children towards their own child
- Smoking, taking illegal drugs or the consumption of alcohol on school premises. (Alcohol may only be consumed during authorised events)
- Malicious gossiping or malicious social media groups or forums
- Defamatory, offensive or derogatory comments regarding the school or any of the school community on any social network sites. (See Appendix)
- Sending abusive or threatening e-mails or text/voicemail/phone messages or other written communications to anyone within the school community. Emails and letters that are accusatory in tone, threatening or abusive; or overwhelmingly frequent emails, amounting to a volume that is not reasonable to respond to
- Racist, sexist or homophobic comments
- Dogs being brought on to school premises (other than guide dogs)

It is an offence under section 547 of the education act 1997 for any person to cause a nuisance or disturbance on school property. Any breach of the above conditions may be reported to the police and may have legal consequences for the perpetrators.

**OUR SCHOOLS WILL NOT TOLERATE ANY ABUSE TOWARDS OUR STAFF OR ANY OTHER MEMBER OF OUR SCHOOL COMMUNITY.**

Should any of the above (or any other serious incident not listed here) occur the school may feel it necessary to take action which may include:

- Meeting with parents/carers to discuss the incident
- Written warnings/letters about conduct
- Banning parents/carers from entering the school premises
- Referral to housing managers/landlords
- Social Services referral
- Police referral
- Any other action deemed necessary to safeguard the school community

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 for all who work at or visit our school.

Note: All parents/carers must ensure they make all persons responsible for collecting their children aware of this code of conduct.

## APPENDIX

**Inappropriate use of Social Network Site** - Social media apps and websites are being used increasingly to fuel campaigns and complaints against schools, headteachers, school staff, and in some cases other parents or pupils. The Local Authority, Southwark Diocesan Board of Education and the Governors of the SW9 Partnership consider the use of social media websites being used in this way as unacceptable. Any concerns you may have about our schools or your child/children must be made through the appropriate channels by speaking to the class teacher in the first instance and escalating to senior leaders or Governors if needed, where they will be dealt with fairly, appropriately and effectively for all concerned.

**Recording of telephone calls and meetings** - As a school, we do not give consent for any telephone calls, meetings, or conversations between parents and staff to be recorded, either overtly or covertly. We recognise that some parents may wish to make recordings for their own personal use; however, the school does not consent to this practice.

Recording or sharing conversations without consent may breach data protection and privacy laws. In particular, recording someone with the intent to harass, intimidate, or stalk them can constitute a criminal offence.

We ask all parents and carers to communicate with staff respectfully and to uphold trust, confidentiality, and integrity in all interactions with the school.

If parents wish to keep a record of what was discussed, they are encouraged to take written notes or request a summary email from the member of staff instead. This ensures transparency and mutual understanding while maintaining privacy and professionalism.

**Libellous or Defamatory posts** - If any member of our school communities are found to be posting libellous or defamatory comments on any 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. We expect that any defamatory comments are removed immediately.

**Cyber Bullying** - We take very seriously the use of cyber bullying by one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying.

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