

Parent/Carer Code of Conduct



At Jacksdale Primary & Nursery School, we believe that every individual is valued and makes a valuable contribution, so they are the best that they can be.

We aim to:

- Motivate and inspire children to have a love of learning
- Equip children to meet changes and challenges in their life ahead
- Develop learners and leaders of the future
- Make sure that every child reaches their full potential

Our school values, which apply to all members of our school community, whether in school, on the premises or in the surrounding area are:

- Kind
- Safe
- Respect

We are very proud of the fact that we strive to develop positive relationships with our parents / carers. This Code of Conduct sets out the expectations of parent/carers conduct, both within school and outside in the wider community to ensure that good relationships can be accessed and enjoyed by all; to help create a stimulating learning environment that continues from school to home, providing all pupils with the opportunity to achieve to the best of their ability.

All staff members have the right to work without fear of violence or abuse; therefore, physical attacks, threatening behaviour, and abusive or insulting language towards staff members, governors, visitors, pupils or other parents will not be tolerated

This document outlines the way parents are expected to act whilst on the school premises. Whilst we do not ask parents /carers to sign agreement, it is assumed that any parent / carer who has elected for their child to attend our school, accepts our policies and procedures in their entirety and abides by them.

Parent/Carer Expectations of school

Parents can expect an open and mutually respectful relationship with school and should a concern arise, it will be taken seriously and in a timely and courteous manner by all whilst adhering to existing school policies. We are proud of the fact that Jacksdale staff go above and beyond when it comes to supporting our children and families. Should a concern be raised by a parent / carer, then it will be addressed in line with school policy and procedures by school staff.

School Expectations of parents/carers

Our school expects parents / carers to:

- Act in accordance with this code of conduct at all times.
- Support and reflect the school's ethos and values through their behaviour.
- Set a good example to pupils through their behaviour and the way they interact with staff, pupils and other adults.
- Work together with staff members for the benefit of their child and to resolve any issues of concern.
- Treat all governors, staff members, pupils, other parents / carers and any members of the school community with dignity and respect.
- Where appropriate, clarify their child's version of events with the school to bring about a peaceful solution to any issue.



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- Correct their child's behaviour appropriately, particularly on the school grounds where it could otherwise lead to conflict or aggressive or unsafe behaviour.
- Respect the school's property and environment by keeping it clean and tidy.
- Follow the school's parking rules and procedures for dropping-off and collecting pupils from school.

Our whole school community (pupils, parents/carers, staff and governors) has respect, kindness and safety at its core. Everyone expects to be treated with courtesy and not to be subject to the use or threat of:

- Verbal abuse or inappropriate language (e.g. swearing, name-calling, insults)
- Loud, abusive or offensive language or displaying temper – to any other member of the school community (this includes children, family members, staff or visitors)
- Physical abuse
- Intimidating behaviour or aggression*
- Posting of negative comments on social media (**see Appendix 1 on reverse**) / reporting to OFSTED
- Demands for meetings at unreasonable times and or unreasonable length, without prior notice
- Attempts to dictate management decisions
- Frequent or repetitive meetings about an issue that has already been dealt with
- Parents/carers inciting others to join in with or make a complaint

*Aggression is defined as a type of behaviour intended to induce fear, intimidation, injury, harm, fear or offence

School will respond proactively to support their staff and families. In cases where, on the balance of probability, it is believed that any of the behaviours listed above have been observed or demonstrated, sanctions may include:

- Recommendation for parents / carers to report incidents directly to the police
- Restricted contact with school e.g. restricting channels of communication to the school (in person or via email communication)
- A formal warning letter from Nottinghamshire's County Council legal department stating that if further inappropriate behaviours are demonstrated then individuals may be banned from the premises
- An immediate ban from the school premises for a defined period
- Referral to police by school staff
- Referral to children's social care, where behaviours indicate a potential risk to children

Full details can be found in the Vexatious Complaints Policy. If parents display anti-social behaviour towards one another, whether in person or online, police involvement will be directed as this is deemed to be a private / civil matter, unless it takes place on school property. Please remember that we are a school and every member of our community should be demonstrating acceptable or better behaviour at all times, particularly when children are present. If raising concerns, staff must be given opportunity to respond appropriately.

Parents/carers are asked not to enter the school site whilst smoking / vaping or under the influence of/smelling of alcohol or other substances.

Parents / carers are advised that dogs, other than guide dogs, are not permitted on the premises or playground to ensure the safety of our pupils and staff. Whilst we understand that dogs can be exceptionally receptive to

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strangers, others may fear dogs. Please ensure that dogs who are brought to school are not blocking any of the pedestrian gates whilst being kept off school premises.

Parents / carers have not got permission to enter the school building unless they have signed in through the school office or are accompanied by a staff member at the end of the day.

Parents / carers should not directly approach a child or other parent / carer to resolve any concerning issues directly. These should be reported to school staff, in line with our behaviour policy, safeguarding policy and anti-bullying policy and staff will follow the stipulated procedures as specified in these policies.

Appendix 1 – Inappropriate use of Social Networking Sites

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/pupils. The Governors of our school consider the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, so they can be dealt with fairly, appropriately and effectively for all concerned. If you believe further action is required, please refer to our Complaints Policy on the school website.

It is never permissible to post information about a child on social media, particularly not naming or identifying them in any way

If any pupil or parent/carers of a child being educated at our school is found to be posting libellous or defamatory comments on Facebook, WhatsApp or other social network sites, they may 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 content or activity which breaches this. Our school also expects that any parent/carers or pupil removes such comments immediately.

In serious cases school will also consider legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly, is the issue of cyberbullying and the use by one child or a parent with the intention to publicly humiliate another by inappropriate social network entry. This will be dealt with this as a serious incident of school bullying.

Thankfully such incidents are extremely rare.

We thank you for your continued support in maintaining the values and ethos that makes Jacksdale Primary & Nursery School a very special place to be a part of.