



Code of Conduct for Parents, Carers and Visitors

Completed 2018
Reviewed 2021

Chair of Governors _____

Date _____

This Code of Conduct is an unsigned agreement between the Parent, Carer, Visitor and Lyng Primary School.

At Lyng Primary School we are very proud and fortunate to have a very dedicated and supportive school community. At our school the 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.

Inclusive of Lyng Primary School Online Policy, Class Dojo is a great way to communicate with parents and staff alike but in a positive and respectful way. If incidents of any type of abuse or disrespect to staff or other families then accounts will be blocked.

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.

School has adopted the Sandwell Local Authority Zero tolerance policy and signs are displayed throughout the school. These state:

"Violence, Physical Aggression, threats and Verbal Abuse are unacceptable.

The School staff strive to treat visitors with due care, courtesy and respect. Our staff expect the public to show the same courtesy and respect.

In the event of such incidents action will be taken by Sandwell MBC and if appropriate by the police and legal action will be pursued."

The governing board of Lyng Primary School will take action to enforce this policy where it considers it necessary.

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 in the first instance, 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 procedure being:

1. Contact the phase leader for the phase within which your child is educated,
2. If still unresolved, please contact the school office to arrange a mutually convenient time to speak to the deputy head teacher,

3. If still unresolved, please contact the school office to arrange a mutually convenient time to meet with the Head Teacher
4. If the issue remains unresolved after meeting with the Head Teacher, please follow the procedure set out in the school's Complaints Policy which is available on the school website (or a copy can be requested from the school office) to bring the issue to the governing board.

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.

Behaviour that will not be tolerated:

- Using loud or offensive language or displaying temper.
- Actual or perceived threats howsoever made, towards a member of staff, visitor, fellow parent/carer or child.
- Disruptive behaviour which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises at any time.
- Any inappropriate behaviour on the school premises.
- Damaging or destroying school property.
- Sending or circulating 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 (whether in verbal or written form) regarding the school or any of the pupils/parents/staff/governors at the school whilst on the school site.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff/governors on Facebook or any other social media sites. (Social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents or children).
- 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 due to 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 events).
- Dogs being brought on to the school premises (other than guide dogs).

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:

1. In cases where the code of conduct has been broken but the breach was not libellous, slanderous or a criminal matter, then the school will send out a formal letter 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.
2. If after this the behaviour continues, the parent/carer will again be written to and informed that a ban is being sought from the Local Authority legal team and a ban put in place.

3. 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 the 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 Local Authority Legal Team for further action.

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.

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