



## **Code of Conduct for Parents, Carers and Visitors**

### **Introduction**

At Greenside School we are aware of the importance of good working relationships with parents and carers.

We recognise the importance of these relationships in enabling our children to enjoy school, learn, achieve and progress. We 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 Greenside and sets out the actions the school can take should this code be ignored or where breaches occur.

### **Vision and values**

Our Vision is:

- To deliver a creative, relevant and highly personalised curriculum that empowers each learner to achieve a fulfilled future.

Our Values are:

- Respect Creativity Collaboration

We believe in:

- Learning Achieving Together

### **Resolving difficulties**

We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue.

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.

### **Making a complaint**

Where issues remain unresolved, please follow the school's complaints procedure. A full copy is available on the school website or can be requested from the school office. Here is a summary: - Complaints will be dealt with honestly, politely and in confidence. Complaints will be looked into thoroughly and fairly. You will get an apology if we have made a mistake. You will be told what we are going to do to put things right.

If you have a concern about anything we do, or if you wish to make a complaint, you can do this by telephone, in person or in writing (by letter or email). We hope that most complaints can be settled quickly and informally, either by putting matters right or by giving you an explanation.

You should be able to sort out your worries but sometimes this is not possible. In this case there is a next step. First - formal stage. Request a meeting with the Headteacher who will arrange an investigation and aim to inform you of the outcome. If your complaint is about the Headteacher, you should write to the Chair of Governors. The SEND Information Advice and Support Service (SENDIASS) may also be able to help you. If you remain dissatisfied and wish to take your complaint further, you will be asked to write to the Chair of Governors who will arrange for your complaint to be considered and investigated.

# Code of conduct

## **Behaviour that will not be tolerated:**

- Disruptive behaviour which interferes or threatens to interfere with any of the schools normal operation or activities anywhere on the school premises.
- Using loud or offensive language or displaying temper.
- Racist and homophobic language.
- Threats to member of staff, visitor, fellow parent / carer or child.
- Damaging or destroying school property.
- Sending abusive or threatening emails or text / voicemail / phone messages or other written communications (including social media) to anyone within the school community.
- Offensive or derogatory comments regarding the school or any of the learners / parents / staff / governors at the school on Facebook or other sites
- 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 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, taking illegal drugs or the consumption of alcohol on school premises. (Alcohol may only be consumed during authorised events)
- Dogs (other than guide dogs) being brought on to the school premises without prior permission.

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

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.

In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the school will refer the matter to the County Councils Legal Team for further action.

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. If the parent/carer refuses to attend the meeting then 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.

A ban from the school can be introduced without having to go through all the steps offered above in more serious cases. Site bans will normally be time limited in the first instance.

## **Issues of conduct with the use of Social Media**

Most people take part in online activities and social media. It keeps us connected. Within these spaces we ask that you use common sense when discussing school life online.

Online activity which we consider inappropriate:

- Identifying or posting images / videos of children without consent.
- Abusive or personal comments about staff, governors, children or other parent
- Posting defamatory or libellous comment
- Emails with abusive or personal comments about staff or children
- Racist or homophobic comments

***Thank you for following this code. Please inform the Heatecaher if you have any questions or comments.***