



## **Parent/Carer Code of Conduct Policy**

### **OUR SCHOOL MISSION STATEMENT**

**P= personal**

**R= responsibility**

**I = in**

**D= delivering**

**E= excellence**

### **OUR SCHOOL AIMS**

- Ensuring our children feel safe and know how to keep safe.
- Ensuring our children know how to be healthy and stay healthy.
- Ensuring our children enjoy school and achieve their full potential.
- Ensuring our children know how to make positive contributions to their school and the wider community and are given opportunities to do this.
- Ensuring our children understand that what and how they learn in school is the key to securing their future wellbeing.

***We are proud of the fact that we enjoy good relationships with the vast majority of parents and carers.***

### **Parent/Carer Expectations of school**

Parents can expect an open and mutually respectful relationship with school. They can be confident that, should a concern arise, it will be taken seriously, dealt with in a timely and courteous manner and in line with existing school policies. All correspondence to the school needs to be through the school office or on the school office email address which is [office@suttonroad.org](mailto:office@suttonroad.org)

### **School expectations of parents and carers**

Our whole school community has respect and kindness at its core. Everyone expects to be treated with courtesy and not to be subject to:

- **The use of verbal abuse**
- **The use of physical abuse**
- **Threats of posting negative comments on social media (see Appendix 1 on reverse) or reporting to OFSTED**
- **Demands for meetings at unreasonable times and or unreasonable length, without prior notice**
- **Attempts to dictate management decisions**
- **Frequent or repetitive meeting requests about an issue that has already been dealt with**
- **The inciting of other parents to join or make a complaint**

Such actions are regarded as bullying and intimidation and in the event of any of these, the school will respond proactively to support their staff. In cases such as these, sanctions imposed may include restricted contact with school or a ban from the school premises for the offender. Please also refer to attached appendix regarding inappropriate use of social media platforms.

## **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 available on the school website.**

**In the event that any pupil or parent/carer of a child/ren being educated at our school 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 content or activity which breaches this. Our school also expects that any parent/carer or pupil removes such comments immediately.**

**In serious cases the 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 and other services will be informed.**

**Governors at our school appreciate that such incidents are extremely rare and the vast majority of parents and carers communicate with staff in our school in an appropriate manner.**

**Date approved: Autumn 2021**

**Date of next Review: Autumn 2022**

**Signed by Chair of Governors:**



**Date: 08/10/2021**

