Code of Conduct for Heronshaw School Community

(incl. Parents, carers, visitors, volunteers)

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

At Heronshaw 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.

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.

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 or a member of the Senior Leadership Team, 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's complaints procedure. This is available on the school website, or a copy can be requested from the school office.

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.

Inappropriate behaviour that will not be tolerated:

- → Disruptive behaviour which interferes with or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises.
- → Any inappropriate behaviour on the school premises.
- → Using loud or offensive language or displaying temper.
- → Intimidating or threatening in any way, a member of staff, visitor, fellow parent/carer or child.
- → Questioning or enquiring about the personal lives of pupils or staff without their consent.
- → Damaging or destroying school property.
- → Sending abusive, defamatory or threatening emails or text/WhatsApp/voicemail/phone messages or other written communications *(including social media)* to anyone within the school community.
- → Defamatory, offensive or derogatory comments regarding the school or any of the pupils/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 being brought on to the school premises, including carrying a dog. (other than guide dogs/therapy dogs)

Should **any** of the above occur on school premises or in connection with school the school may feel it is necessary to take proportionate action by contacting the appropriate authorities or as a last resort, consider banning the offending adult from entering the school premises.

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.

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: 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/Whats App message 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 Council's Legal Team for further action.

In cases where the Code of Conduct has been broken but the breach was not libelous, 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 this behaviour continues, the parent/carer will again be written to and informed that a ban is now in place.

Note: (1) a ban from the school can be introduced without having to go through all the steps offered above in more serious cases. (2) Site bans will normally be 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's fun, interesting and keeps us connected. Both the school and the PTA have a Facebook page which allows parents to receive and respond to messages about school events. We encourage you to positively participate if you wish. Within these spaces however, we ask that you use common sense when discussing school life online. **'Think before you post'.**

We ask that social media and messaging groups (incl. FB messenger/Whats App), whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents or children. We take very seriously inappropriate use of social media and messaging groups by a parent to publicly humiliate or criticise another parent, member of staff, child or school in general. We encourage any parents who wish to raise a complaint to speak with staff or any member of the leadership team in person. The complaints policy is also available should it be required. Our focus at school is to work together in partnership to find a resolution.

Please note that the Heronshaw Facebook page contains full details of the online code of conduct for use.

If parents have any concerns about their child in relation to school as we have said above, we recommend that they:

1. Initially contact the class teacher. Working together we aim to resolve matters face to face.

2. If the concern remains, they should contact a member of the Senior Leadership Team (SLT).

3. If still unresolved, contact the school governors through the complaints procedure, which can be found on the school website.

Community members should not use social media/WhatsApp and other platforms as a medium to air any concerns or grievances.

Online activity which we consider inappropriate:

- Identifying or posting images/videos of children.
- Abusive or personal comments about staff, governors, children or other parents
- Bringing the school in disrepute
- Posting defamatory or libelous comments
- Emails circulated or sent directly with abusive or personal comments about staff or children
- Using social media to publicly challenge school policies or discuss issues about individual children or members of staff Threatening behaviour, such as verbally intimidating staff, or using bad language
- Breaching school security procedures. At our school we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above.

Policy information	
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Policy author(s)	Kirsty Outtram
Role(s) of reviewer	Headteacher
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Additional notes *(if required)*	