



CHILTON FOLIAT CE VA PRIMARY SCHOOL



Our School Christian Vision

With thankfulness, courage, and love, we strive to improve heart and mind.

At Chilton Foliat Primary School we honour our educational heritage, supported by a strong Christian ethos. We strive to provide a diverse education that inspires children to develop a **thirst for knowledge**. This is delivered in a safe, supportive and nurturing environment promoting self-discipline, thoughtfulness and excellence in all that we do. We encourage strong partnerships and inclusive relationships amongst pupils, parents, carers, staff and the wider community.

Code of Conduct for Parents, Carers and Visitors

Date Reviewed	March 2024
Review Period	Annually/ 2 Yearly /Readopted/Other
Review Body	Standards Committee

With thankfulness, courage and love, we strive to improve heart and mind
Jesus said, "Everyone who drinks of this water will be thirsty again, but whoever drinks the water I give him will never thirst". John 4:13



1. Introduction

At Chilton Foliat CE VA Primary School, we believe pupils learn best in a safe and supportive environment based on respect and trust and underpinned by an effective partnership between parents, staff and the school community. Our community recognises that high standards of behaviour are required of our pupils, and likewise our staff are expected to act professionally at all times. The positive support of parents and carers is both necessary and highly valued by the school and we welcome and encourage parents/carers to participate fully in the life of our school.

This Code of Conduct for Parents, Carers and Visitors has been adopted and agreed by the school's Governing Body.

2. Purpose and Scope

Our aim is to ensure that all members of the school community treat each other with respect and feel safe at all times so we can *strive to improve heart and mind* in an atmosphere of mutual understanding and high expectations. The scope of this Code of Conduct is to:

- a) ensure all parents, carers and visitors to our school understand the conduct expected of them.
- b) outline examples of behaviour which will not be tolerated.
- c) set out the actions the school can take should this code be ignored or where breaches occur.

This code compliments the school's Complaints Policy and Procedure which is designed to handle concerns or complaints in a sensitive and mutually supportive manner (see the school website or contact the school office for a paper copy).

Although this is an unsigned agreement, it is referred to within the Home School Agreement which requires the signature of all parents/carers to confirm they have read and understand this Code of Conduct.

3. We expect parents, carers and visitors to:

- Respect the caring ethos and values of our school
- Set a good example to all children at all times, treating all members of the school community with respect using appropriate language and behaviour
- Work together with school staff for the benefit of their children
- Promote good behaviour to their own children at all times and correct their own child's behaviour, especially in public where it could otherwise lead to conflict, aggressive or unsafe behaviour
- Use other strategies to admonish their children's behaviour (not using 'staff' as a threat if your child misbehaves)

With thankfulness, courage and love, we strive to improve heart and mind

Jesus said, "Everyone who drinks of this water will be thirsty again, but whoever drinks the water I give him will never thirst". John 4:13



CHILTON FOLIAT C of E VA PRIMARY SCHOOL

- Understand the school may need to work with a child and/or adults in order to clarify their version of events in order to bring about an appropriate solution to an issue
- Not use mobile phones whilst in the school building or on site (unless specific permission is given by staff)
- Not share images on social media which contain children other than their own
- Be actively responsible for their children before and after school, also providing close supervision in the school car park
- Park in the car park, not in the road when dropping off or collecting children
- Drive below 5 miles an hour in the carpark
- Carefully and considerately park vehicles, positioning their vehicle neatly adjacent to a neighbouring car to enable all parents to access a space and maximise the number of vehicles that can use the carpark
- Be respectful of our neighbours and their property in the vicinity of the school
- Communicate with school via the school office (telephone and email)
- Raise parental concerns or complaints with mutual respect and in accordance with the school's Complaints Policy and Procedure, which can be found on our website, or a copy can be obtained from the school office.

4. In order to support a safe and purposeful school environment the school will not tolerate parents, carers and visitors exhibiting the following unacceptable behaviour (this is not an exhaustive list):

- Disrupting or threatening to disrupt or interfere with school operations including specific events (performances, sports fixtures, school trips etc), the operation of a classroom, an employee's office, office area or any other area of the school building, grounds or parking areas
- Using loud or offensive, racist or sexist comments or vulgar language including sexual innuendo or displaying excessive anger, shouting or aggression, physical threats or intimidation (e.g. standing very close or the use of aggressive hand gestures/exaggerated movements, shaking or holding a fist towards another person)
- Ignoring or mocking staff or making comments/gestures that make staff feel uncomfortable
- Threatening, in any way, a member of school staff, governor, visitor, fellow parent/carer or child regardless of whether or not the behaviour constitutes a criminal offence
- Using physical or verbal aggression towards another adult or child. This includes physical punishment to your child on school premises or disciplining another person's child. Please bring any behaviour incidents to the attention of a member of staff

With thankfulness, courage and love, we strive to improve heart and mind

Jesus said, "Everyone who drinks of this water will be thirsty again, but whoever drinks the water I give him will never thirst". John 4:13



CHILTON FOLIAT C of E VA PRIMARY SCHOOL

- Approaching another parent or child in order to discuss with or chastise them because of an issue between the children
- Any other behaviour, verbal or otherwise, which could be considered to be inappropriate, offensive, threatening or abusive
- Damaging or destroying school property
- Sending abusive or threatening messages to another member of the school community, including via text, voicemail, phone messages, WhatsApp, email or other written or video communication or social media to anyone within the school community
- Posting inappropriate content on social media; defamatory or offensive, critical or unsupportive, or derogatory posting on social media regarding the school or anyone in the school community is deemed as bullying or vexatious
- Smoking, vaping, spitting, taking illegal drugs or consumption of alcohol on school property. (Alcohol may only be consumed during authorised events)
- Pets, including dogs being brought on to school premises (unless authorisation is given by the school in advance)
- Taking photographs with phones or other devices on school premises without permission from the school.

5. Communications

We expect all verbal and written communication with the school to be respectful and polite, and contact with the school (telephone or email) should be made via the school office.

The priority for our staff is keeping our pupils safe, alongside teaching and supporting them. Parents are asked to be considerate in the volume of their communications. In normal circumstances we would not expect a parent/carer to need to contact the school multiple times a week. The school does not have the capacity to respond to every call or message received, so we ask that parents/carers carefully consider their enquiry and understand that they may not always receive a response. If further dialogue is required parents/carers should make an appointment to speak to staff via the school office.

Under no circumstances does this prevent the parent/carer raising a concern with the school and this should be done through the appropriate process. (See the Complaints Policy and Procedure).

If a member of staff feels that a parent/carer is demanding unreasonable and excessive amounts of their time, then action may be taken against the parent/carer.

6. How to raise concerns or complaints with the school

This Code of Conduct does not prevent parent/carers from raising a legitimate complaint. It is in everyone's best interests that when problems or concerns arise, they are handled in a fair, prompt and transparent manner. In most cases this means raising the matter in the first instance with a class teacher or another member of staff. In some instances, it may be

With thankfulness, courage and love, we strive to improve heart and mind

Jesus said, "Everyone who drinks of this water will be thirsty again, but whoever drinks the water I give him will never thirst". John 4:13



CHILTON FOLIAT CofE VA PRIMARY SCHOOL

more appropriate to approach the Headteacher. We hope that concerns are resolved at this 'informal' stage through open dialogue with members of staff. However, if for some reason a resolution cannot be found informally, we ask the parent concerned to follow our Complaints Procedure as laid out in our Complaints Policy and Procedure, which is designed to bring structure and fairness to finding a resolution. This is available on our website or contact the office and we can arrange for a hard copy to be made available.

7. Inappropriate use of social media and cyber bullying

Most people take part in online activities and social media. It's fun, interesting and keeps us connected. There are various online school groups managed by parents for parents, such as class Facebook pages and WhatsApp groups, and they can be a wonderful source of knowledge, support and advice. 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 and abide by our expectations as set out above.

Think before you post.

We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, staff, governor, parents or pupils. The Governing Body of our school considers the use of social media in this way as unacceptable and not in the best interests of our pupils or the whole school community. We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, pupil, governor or member of staff. Please see Families of Chilton Foliat Primary School Guidelines for WhatsApp Groups for more information.

We also ask that any parent with a concern or complaint refrain from posting negatively on social media and instead follow the procedure above 'How to raise concerns or complaints with the school'.

Social media should not be used as a medium to air concerns or grievances. Online activity which we consider inappropriate:

- Identifying or posting images/videos of pupils
- Abusive or personal comments about staff, pupils or other parents
- Bringing the school into disrepute
- Posting defamatory or libellous comments
- Emails circulated or sent directly with abusive or personal comments about staff or pupils
- Using social media to publicly challenge setting policies or discuss issues about individual children
- Threatening behaviour, such as verbally intimidating staff, or using bad language
- Breaching setting security procedures.

We take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined below.

With thankfulness, courage and love, we strive to improve heart and mind

Jesus said, "Everyone who drinks of this water will be thirsty again, but whoever drinks the water I give him will never thirst". John 4:13



CHILTON FOLIAT C of E VA PRIMARY SCHOOL

In the event that any child or parent is found to be posting libellous, defamatory or vexatious comments on Facebook, or any other social media or messaging service, they will be reported to the appropriate 'report abuse' section of the service and we will also expect that any parent or child removes such comments immediately. In serious or persistent cases, we will also consider our legal options to deal with any such misuse of social media.

In cases of cyber bullying, where a child or parent attempts to humiliate or threaten another child or adult through inappropriate posting on social media, or through email or messaging, we will treat the matter as a serious incident of school bullying and apply our anti-bullying policy. In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites.

8. Consequences of breaching the Code of Conduct

In the event of any parent/carer or visitor breaking this code then proportionate actions will be taken.

The school will gather information from those involved. Depending on the nature of the incident or breach of the code of conduct, the school may then take one or more of the following actions:

- When considered to be a serious and potentially criminal matter the concerns will in the first instance be referred to the police
- When considered to be tantamount to liable or slander then the school will seek further legal advice
- When not libellous, slanderous or a criminal matter the school will:
 - Have a conversation with the parent/carer to ensure they are clear about behaviour standards expected by the school and/or that they have breached the code of conduct and must stop/correct their behaviour (verbal)
 - Write to the parent/carer to warn them that they have breached the code of conduct and must stop/correct their behaviour (written)
 - Require the parent/carer to be accompanied to any meeting with a member of school staff by another member of staff
 - Restrict contact by telephone to named members of staff
 - Restrict written communications to named members of staff
 - Restrict attendance at school events
 - Implement a tailored communications strategy setting out how the parent/carer can communicate with the school
 - Impose a time limited ban from entering the school grounds (the duration of which is at the discretion of the Headteacher or their nominee)

With thankfulness, courage and love, we strive to improve heart and mind

Jesus said, "Everyone who drinks of this water will be thirsty again, but whoever drinks the water I give him will never thirst". John 4:13



CHILTON FOLIAT C of E VA PRIMARY SCHOOL

- o Impose a full ban on entering the site in line with Section 547 of the Education Act 1996 (referenced below).

Depending upon the circumstances of the individual incident, these procedures may be amended at the discretion of the Headteacher at any time.

If any of these consequences are implemented, the parent/carer can exercise their right of appeal by writing to the Chair of the Governing Body within ten days (contact details are available on the school website).

9. The school's right to withdraw permission to be on school premises

School premises are private property and parents are granted permission from the school to be on the premises for the purpose of dropping off and picking up their children, and to attend school events and scheduled appointments. However, in cases of abuse, threats, nuisance or disturbance schools have the right to ban the offending person(s) from being on school premises, and if necessary, can call the police to assist in removing the person(s) concerned.

Refer to relevant law: Persons Causing Nuisance / Disturbance on School Premises - Section 547 of the Education Act 1996

<https://www.legislation.gov.uk/ukpga/1996/56/section/547/enacted?view=plain>

The school reserves the right to go straight to a ban from the school premises where the circumstances are sufficiently serious in the school's view.

In the case of a parental ban, the school is not responsible for organising arrangements for children, and parents affected will need to provide alternative arrangements for bringing children into school.

If a parent receives a ban from school premises, they can exercise their right of appeal by writing to the Chair of the Governing Body within ten days of the ban being imposed.

We trust that parents, carers and visitors will assist our school by abiding to this Code of Conduct and we thank you for your continuing support of the school. Together we create a positive and uplifting environment not only for the children but also all those who work and visit our school. We ask that parents and carers ensure all persons responsible for collecting their children are also aware of this policy.

Please sign the Home School Agreement, confirming you have read and understood the school's Code of Conduct for Parents, Carers and Visitors.

End: March 2024.

With thankfulness, courage and love, we strive to improve heart and mind

Jesus said, "Everyone who drinks of this water will be thirsty again, but whoever drinks the water I give him will never thirst". John 4:13



CHILTON FOLIAT CofE VA PRIMARY SCHOOL

With thankfulness, courage and love, we strive to improve heart and mind
Jesus said, "Everyone who drinks of this water will be thirsty again, but whoever drinks the water I give him will never thirst". John 4:13