



Langtoft
Primary School

PARENTS AND CARERS CODE OF CONDUCT

Introduction

We are very fortunate to have mainly supportive and friendly parents/carers. We want our parents/carers to recognise that educating children is a process that involves partnership between parents/carers, class teachers and the school community.

As a partnership, our parents/carers should understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our school.

Parental engagement with their children's learning is important in supporting attainment and progress and parents have a legitimate right to understand what their child is learning at school.

However, contact between parents/carers and the school must be appropriate, proportionate and respectful, both of the professional knowledge, experience and skill of teaching and senior staff at the school and of the entitlement of staff at the school to some work/life balance.

Purpose

The purpose of this policy is to provide a reminder to all parents, carers and visitors to our school about the expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding.

The policy sets out:

- The general principles underpinning the conduct of members of the school community.
- How it is expected that communication between parents/carers and the school will take place.
- What behaviour towards the school and members of the school community are deemed unacceptable and open to challenge by the school.
- The additional steps the school can take in respect of unacceptable behaviour by a parent or carer.

General Principles

Parents, carers, staff, governors and pupils are all members of the school community and are entitled to be treated with dignity, courtesy and respect.

Parents and carers are expected to:

- Support the school's values, ethos and policies.



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- Work in partnership with the school to promote their child's learning, wellbeing, attendance and positive behaviour.
- Communicate with staff in a respectful, constructive and professional manner.
- Recognise the professional responsibilities and expertise of school staff and governors.
- Respect the right of staff and governors to a safe working environment free from intimidation, harassment, abuse or unreasonable demands.
- Support the school's commitment to safeguarding, equality, diversity and inclusion.
- Model appropriate behaviour and language for children at all times

Communication

The school values open and constructive communication with parents and carers and will always seek to resolve concerns as early as possible.

Parents and carers should:

- Raise concerns initially with the appropriate member of staff, usually the class teacher in the first instance, followed by Deputy Headteacher or finally the Headteacher.
- Allow reasonable time for staff to investigate and respond to concerns.
- Use the school's published communication channels, including the school office and official school email address (enquiries@langtoft.lincs.sch.uk).
- Be mindful of how busy members of staff are during the school day, particularly first thing in the morning and where you need to speak with a member of staff make an appointment at a mutually convenient time.
- Communicate in a calm, courteous and respectful manner.
- Focus on the issue being discussed rather than making personal criticisms of individual members of staff.

Staff are not expected to read or respond to emails, telephone calls or other communications outside their normal working hours. Correspondence received outside working hours will normally be dealt with during the next working day.

Where concerns cannot be resolved informally, parents should follow the school's Complaints Procedure.

Unacceptable Behaviour

The following behaviours are considered unacceptable and may result in action being taken by the school:

Verbal and Physical Conduct

- Shouting at, threatening or intimidating members of staff, governors, volunteers, pupils or other parents.

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- Using abusive, offensive, insulting or discriminatory language.
- Aggressive behaviour, physical intimidation or acts of violence.
- Invading personal space or behaving in a manner that causes another person to feel unsafe.
- 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).
- Damage to school property or personal property belonging to members of the school community.
- Smoking/vaping or consuming alcohol or other drugs on any part of the school premises.
- Bringing dogs onto the school premises unless already agreed with the school that the dog is a guide dog or other form of assistance dog and consent has been given for the presence of the dog to assist its owner on school premises.

Harassment and Discrimination

The school will not tolerate behaviour that is:

- Racist, sexist, homophobic, transphobic or discriminatory towards any protected characteristic.
- Harassing, humiliating or bullying in nature.
- Intended to undermine the dignity, confidence or wellbeing of another person.

Communication

- Sending excessive, repetitive, aggressive or unreasonable emails, messages or complaints.
- Making unreasonable demands regarding how and when staff should respond.
- Contacting staff or school governors through personal email accounts, social media accounts or personal telephone numbers without invitation.
- Persistently refusing to engage with the school's published procedures.

Recording Meetings

Parents and carers must not audio-record, video-record or livestream meetings, telephone conversations or interactions with staff, governors or other members of the school community without the knowledge and express agreement of all parties involved.

Social Media and Online Conduct

The school recognises that social media can be a valuable communication tool. However, online activity should reflect the same standards of behaviour expected in face-to-face interactions.

Parents and carers must not:



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- Post abusive, offensive, threatening or defamatory comments about the school, staff, governors, pupils or other families.
- Share confidential information obtained through their connection with the school.
- Publish photographs, videos or personal information that may compromise the privacy, dignity or safety of members of the school community.
- Encourage or participate in online campaigns intended to harass, intimidate or undermine the school or individual members of staff.

Parents and carers who have concerns about the school should raise them directly through the school's communication and complaints procedures rather than through social media platforms.

The school reserves the right to report inappropriate content to platform providers and, where appropriate, seek legal advice or involve the police.

Unreasonable, Persistent or Serial Complaints

The school is committed to addressing concerns fairly and proportionately. However, there may be occasions when communication from a parent or carer becomes unreasonable.

Examples may include:

- Repeatedly raising matters that have already been fully considered.
- Refusing to accept outcomes reached through the school's procedures.
- Sending excessive volumes of correspondence.
- Making accusations that are unsubstantiated or malicious.
- Pursuing unrealistic outcomes.
- Using aggressive or abusive language.

In such circumstances the school may:

- Require communication through a single nominated point of contact.
- Limit communication to written correspondence.
- Respond only to new issues that have not previously been considered.
- Apply the school's policy for managing unreasonable or persistent complaints.

Artificial Intelligence (AI) and Automated Communications

The school recognises that parents may use technological tools to assist in preparing correspondence.

However, it is unacceptable to use artificial intelligence tools, automated systems or templates to generate excessive volumes of communications, repetitive complaints or



correspondence designed to overwhelm, intimidate or place unreasonable demands upon staff.

All concerns should be genuine, proportionate and submitted through appropriate channels.

School Response to Unacceptable Behaviour

Where unacceptable behaviour occurs, the school may take one or more of the following actions:

- Request that the behaviour ceases immediately.
- Arrange a formal meeting to discuss concerns.
- Issue a written warning.
- Restrict methods of communication with the school.
- Require future meetings to be attended by a senior member of staff.
- Withdraw permission to enter school premises.
- Seek legal advice.
- Report incidents to the police where criminal offences may have occurred.

Any restrictions imposed by the school will be reasonable, proportionate and regularly reviewed.

We trust that parents and carers will assist our school with the implementation of this policy and we thank you for your continuing support of the school.

Note: All parents/carers must ensure they make all persons responsible for collecting their child/children aware of this policy.

Safeguarding

Nothing in this policy prevents a parent, carer or member of the public from raising a genuine safeguarding concern.

Safeguarding concerns should always be raised immediately with the Designated Safeguarding Leads or through the school's safeguarding procedures.

The welfare and safety of children will remain the school's paramount consideration at all time



Appendix 1: Inappropriate use of Social Network Site

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/carers/pupils.

The school seeks to teach pupils the importance of appropriate and responsible use of social media and it is therefore vital that everyone in the school community, including parents and carers lead by example.

The Governors considers the use of social media websites/platforms to complain about the school or individual members of staff or make personal comments about anyone in the school community, 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 using the school's Complaints Policy by speaking to the class teacher, the Headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned in line with that policy.

In the event that any student or parent/carer of a child/ren being educated in the 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. The school will also expect that any parent/carer or student removes such comments immediately.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly, is the issue of cyber bullying and the use by one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying. Thankfully such incidents are extremely rare.

Please note that the inappropriate use of a communications network can give rise to offences under the Malicious Communications Act 1988 or the Communications Act 2003 and if persistent could be deemed to constitute the offence of harassment.

