



Date Adopted: Summer 2025

Date to be reviewed: Summer 2027

Quadring Cowley and Brown's Primary School Parents, Carers and Volunteer Code of Conduct

*At Quadring Cowley & Brown's Primary School we strive
'to nurture and inspire all children to be well-rounded, confident and
resilient individuals who love learning and are ready for life beyond
school.'*

Article 3- The best interests of the child must be top priority in all actions regarding children.

*Quadring Primary School is committed to safeguarding and promoting the welfare of children
and expects all staff to share this commitment.*

Introduction

Quadring Cowley and Brown's Primary School is a nurturing learning community. We believe pupils learn best in a safe and supportive environment based on respect and trust, underpinned by an effective partnership between parents, staff and the whole school community. High standards of behaviour are required of pupils and staff are expected to act professionally at all times. The positive support and appropriate behaviour of parents, carers and volunteers is needed and highly valued by the school.

We are fortunate at Quadring Primary that our parents/carers are friendly, polite and supportive of our rules and ethos. The purpose of this code, is to provide a reminder to all, parents, carers and family members and volunteers who come to school premises and events, that there is an expectation of expected conduct.

This 'Code of Conduct for parents, carers and families has been adopted and agreed by the school's governing board. It provides a reminder to all parents, carers and visitors to our school about the conduct expected of them. It sets out both what they should aim to do, and conduct which will not be tolerated. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding.

We have high expectations of your children and they have high expectations of you. This code complements the school's 'Complaints Policy' which is designed to handle parental concerns or complaints in a sensitive and mutually supportive manner (see the school website, or contact the school office).

Educating children is a process that involves a positive partnership between parents, carers, school staff and the school community. At Quadring Cowley and Brown's Primary School we welcome and encourage parents and 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.

Our school is committed to safeguarding children and adults in school, we expect all parents, carers, staff, governors, volunteers and visitors to share this commitment and maintain a vigilant and safe environment. It is our willingness to work safely and challenge inappropriate behaviours that underpins this commitment.

Expectations of acceptable behaviour of staff and Governors is also set out in retrospective Code of Conduct Policies.

Purpose of this Policy

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.

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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.

Guidance

We expect parents, carers (and where appropriate, other family members) and visitors to:

- Remember that the school is governed by the school rules as decided upon by the Governing Board of the school and the Senior Leadership Team.
- Respect the caring and inclusive ethos and values of our school
- Understand that both staff and parents need to work together for the benefit of their children
- Demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own appropriate language, behaviour and good manners
- Ensure that you respect and follow the school rules, policies and procedures
- Seek to clarify a child's version of events alongside the school's view in order to gain a rounded perspective and bring about a peaceful solution to any issue
- Approach the school calmly, with a non-judgemental and open mind to help resolve any issues of concern
- Respect the confidentiality of children, staff and other parents and carers by not disclosing any information gained in the course of their employment or volunteering activities to any other third party, at any time. This confidentiality must continue to be respected even if the employment is terminated or volunteering activity ceases.
- Promote good behaviour of your own children at all times, especially in public where it could otherwise lead to conflict, aggressive or unsafe behaviour (but avoid using teachers as a threat if your child misbehaves).
- Maintain own behaviour

Communication

There are many reasons you might want to communicate with the school or a member of staff at the school. This could be simply phoning in to report a child's absence or just informing the member of staff at the gate when you drop your child off that they have forgotten their PE kit or have been complaining of feeling a little unwell. These short conversations to impart information are entirely necessary.

However please remember:

- 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 to do so at a time when they can give you their full attention.

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- Approach the school to help resolve any issues of concern by making an appointment to meet with the class teacher in the first instance or with the teacher's line manager which in our school is the head teacher, if you deem this necessary.
- If the matter is still not resolved follow the procedure in the school's Complaints Policy which is available under the heading "Policies" on our website. If you wish to correspond by email this should be done through the school's central email address at enquiries@quadringscowleybrowns.lincs.sch.uk address is monitored regularly during the school day and emails forwarded to the appropriate member of staff or Governor as appropriate.
- Ensure that all such communications are polite and that you are always mindful of the right of the recipient to be treated with respect.
- When meeting face to face with members of staff to discuss any matters concerning your child's education or wellbeing in school, approach the matter calmly and politely as this will also ensure progress can be made to address any issues or concerns. Remember that if you wish to speak with a member of staff it will normally fall to you to make a mutually convenient appointment.

What is deemed as unacceptable behaviour

In order to support a peaceful and safe school environment the following are the types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the school community.

This is not exhaustive and there may be other behaviours which arise that are deemed unacceptable.

- Contacting staff or members of the Governing Board out of school hours using their individual email addresses or contact details rather than the school contact email address outlined above. Staff and Governors are entitled to their own personal and family time.
- Do not send any form of correspondence to members of staff or Governors at the school demanding an immediate response or a response within your own time frame as the matter will be addressed, where appropriate, in a time frame deemed appropriate by the recipient.
- Do not send lengthy, frequent, demanding, or disrespectful emails to staff members as this will seriously undermine their ability to carry out their core role of educating the children in their care.
- When corresponding or speaking with staff in person, do not use language that calls in to question their professional abilities or represents any form of personal attack or seek to direct how they carry out their professional roles or run the school. The running of the school is a matter for the Senior Leadership Team and the Governing Board of the school.
- It is unacceptable to record telephone conversations with staff members or to record meetings with staff and/or Governors at the school without making them aware you are doing it and seeking their express permission to capture what could be their personal information and breach their human right to privacy which extends to their workplace.
- Do not resort to any other form of criticism of the school, its staff or Governing Board or any other matters that relate directly to the school via a medium other than the schools Complaints Policy.

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- When speaking with a staff member or any other member of the school community whether in person, on the telephone or by any other means of communication it is entirely inappropriate to raise your voice, invade their personal space, use language that is disrespectful, rude, offensive, aggressive or threatening.
- Do not shout swear or cause any form of disruption on school grounds.
- Any racist or sexist comments will not be tolerated and may be reported to the relevant authorities
- Any threats of violence or use of violence towards anyone on school premises is a criminal offence, as is damage to school premises or school property, and will be likely to result in the matter being reported to the police.
- Do not smoke or consume alcohol or other drugs on any part of the school premises.
- Do not bring dogs or other animals onto the school premises unless already agreed with the school. With regards to dogs, separate agreements will be made where 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.
- Do not correct your own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour;
- Avoid using staff as threats to reprimand children's behaviour;
- Approaching someone else's child or parent, 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).
- Do not use disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the school grounds including team matches
- Abusive or threatening emails or text/voicemail/phone messages or other written communication
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff, at the school, on Facebook or other social sites. Any concerns you may have about the school must be made through the appropriate channels by speaking to the class teacher, Headteacher or the Chair of Governors, so that they can be dealt with fairly, appropriately and effectively for all concerned.
- Taking photographs of children or staff with phones or other devices on school premises without permission from the school

What happens if someone ignores or breaks the code?

If any of the following behaviours occur on school premises, the school will take appropriate action to protect its children, staff and other adults.

If we are unable to resolve issues in a reasonable manner, the school may have to ban parents/carers/visitors from entering the school grounds, and in extreme cases we may need to involve the police. The Headteacher or Chair of Governors has the right to apply the Vexatious Policy in such incidents.

In the event of any parent/carer or visitor to the school breaking this code of conduct then proportionate action will be taken as follows:

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- In cases where unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will be referred to Lincolnshire Police. This will include any or all cases of threats or violence and actual violence to any child, staff member, other parent 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 insulting social media posts or any form of cyber bullying.
- In cases where evidence suggests that behaviour would be tantamount to libel or slander then the school will seek to take further legal action.

Additional Steps by the school

- The member of staff or Governor concerned may challenge the behaviour by asking the person concerned to respect their personal space, stop shouting or using inappropriate behaviour or may end an unacceptable phone call or ask you to leave the school.
- The school may correspond in writing with a parent or carer to challenge behaviour that the school is finding unacceptable such as, for example, being rude to a member of staff or sending too many emails making demands of the school.
- If the school decide the matter requires a more formal approach the school may instruct its legal advisers to write to the parent or carer warning them about their behaviour and/or putting in place a communications strategy to restrict their means of corresponding with the school and/or banning them from school premises if felt to be appropriate.
- Clearly in serious instances where the peace is breached or the criminal law broken the school will also involve the police.

Inappropriate use of Social Network Sites

Social media websites are being used increasingly to keep people connected, entertained and informed. 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, whether public or private, should not be used to fuel campaigns and voice complaints against the school staff, parents or pupils. We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, pupil or member of staff.

If parents have concerns about their child in relation to the school they should speak to the class teacher or the headteacher. They should not use social media to air grievances, particularly those which relate to an individual, small group or member of staff.

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, parents or pupils

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- Using social media to publicly challenge school policies, decisions or discussions relating to individual children.

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 contact 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.

Complaints

This code of conduct does not prevent parents/carers from raising a legitimate concern or complaint in the appropriate fashion.

In most cases we hope that all complaints and concerns can be resolved through open dialogue with class teachers or other members of staff as appropriate. Where you are not satisfied with responses received, however, we would ask that you follow the complaints procedure as laid out in our Complaints Policy. This is available on the school website but if you would prefer a paper copy, this can be arranged by the school office.

Please note that school premises are not public places but private premises and you have an implied right to enter the school as a parent or carer of a child at the school but it is open to the school to remove that right of entry at any time it deems this to be necessary.

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

We ask that parents and carers ensure they make all persons responsible for collecting their children aware of this policy.

This policy should be read in conjunction with the school's:

- Safeguarding and Child Protection Policy
- Policy for dealing with Persistent and Vexatious Complaints and Harassment
- Complaints Policy

