Code of Conduct For Parents and Carers

At Chillingham Road Primary School, we strive to build a strong relationship with parents and carers to help create a stimulating learning environment that continues from school to home, providing all pupils with the opportunity to achieve to the best of their ability.

To create a welcoming and safe learning environment, the school implements a specifically designed set of rules regarding behaviour and conduct which parents and carers are expected to act in accordance with.

All staff members have the right to work without fear of violence or abuse; therefore, physical attacks, threatening or intimidating behaviour and abusive or insulting language towards staff members, governors, visitors, pupils or other parents may result in individuals being removed from the premises.

This document outlines the manner in which parents and carers are expected to act whilst on the school premises, as well as detailing the type of behaviour that will not be tolerated. This includes parents and carers dealing with matters outside of school, which are school business.

Supporting you and your child successfully through school

At Chillingham Road Primary School, we are committed to working in partnership with parents and carers to create a respectful, communicative and mutually supportive relationship.

We welcome and encourage parents and carers to participate fully in the life of our school.

This guide outlines what the school expects parents and carers to do to support the school to ensure their child can flourish and progress in an atmosphere of co-operation and mutual understanding.

The essentials:

- ✓ Make sure your child arrives to school on time and is picked up promptly. Please let us know if you are running late or if your child is going home with someone else
- ✓ Any children who do arrive late to school, must be signed in by an adult at the school office.
- ✓ Complete all consent, contact and medical forms and inform us immediately if anything changes.

- ✓ Make sure your child is wearing school uniform or PE kit as appropriate each day and that all your child's clothing is named.
- ✓ Maintain a good relationship with your child's class teacher and attend family consultations, workshops, school events and parent updates wherever possible or re-arrange if necessary to share information about your child's development.
- ✓ Talk to us if you have any concerns about any part of your child's education and development – we want to hear from you. If you would like to speak to a member of staff about your child, please email to arrange an appointment or ring the school office.
- ✓ At drop off each morning, it is important our staff are able to greet the children and get them into school safely and promptly. Quick messages may be shared by parents and carers at this point e.g. who is picking a child up or if a child has forgotten something they need. Any other communication must be done by emailing or arranging a meeting as detailed above.
- ✓ If you have a concern, please contact the school by email or telephone as soon as possible to arrange a meeting. We want to work with parents and carers to resolve any issues as quickly as possible. If your concern cannot be resolved informally, the school has a formal complaint policy and procedures which you can access on the school website or through the school office

The school expects parents and carers to:

- ✓ Respect the caring ethos of the school
- ✓ Understand that parents and staff need to work together for the benefit of our children
- ✓ Demonstrate in their own behaviour that all members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour
- ✓ Understand that even if there is conflict or disagreement, we expect parents to remain as calm as possible, treat staff and other parents or carers with respect and be mindful that we are all working together for the child's best interests
- ✓ Arrange a meeting or conversation with school staff to inform them of any issue and allow them to help resolve issues
- ✓ Work with the school to build relationships with staff
- ✓ Understand that a child's version of events, while a valid reflection of the child's experience, may not fully explain the context and other factors which may have impacted on the event or incident. We expect parents to discuss situations and incidents with the school and work in partnership to resolve any issues as quickly and peacefully as possible
- ✓ Correct their own child's behaviour, especially where it could lead to conflict
- ✓ Avoid using staff as threats to admonish children

- ✓ 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 permission to capture what could be their personal information and breach their human right to privacy which extends to their workplace

In order to support a peaceful and safe school environment the school does not tolerate:

- × Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, office or other area of school grounds
- × Loud or offensive language, swearing, cursing or displaying temper
- × Threatening to do actual bodily harm to a member of school staff, governor, visitor, parent/carer or pupil
- × Damaging or destroying school property
- × Sending abusive or threatening emails, text/voicemail/phone messages or other written communication
- × Sending 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
- × Sending 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
- × The use of social media to make defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff at the school
- × Parents taking a school matter into their own hands eg contacting another parent about a school matter
- × The use of physical aggression towards another adult or child.
- × Chastising someone else's child
- × Smoking, vaping or consuming alcohol or drugs whilst on school property or being under the influence of alcohol or drugs whilst on school property
- × Bringing dogs onto school premises

Inappropriate Use of Social Media

- ➢ Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff at the school should not be shared on social media

- Any concerns you may have about the school must be made through the appropriate channels or using the school's complaints policy so they can be dealt with fairly, appropriately and effectively for all concerned
- In the event that any pupil or parent/carer of a child being educated at Chillingham Road Primary School is found to be posting libellous or defamatory comments using social media, they will be reported to the appropriate 'report abuse' section of the site. All social media 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 any parent/carer or pupil to remove such comments or material immediately
- In serious cases the school will also consider its legal options to deal with any such misuse of social media.

Photographs, Videos and Images

- Photographs and videos should only be taken under the direction and supervision of senior leaders within the school with the subject being your child.
- Images and videos taken must never be shared or posted on social networking sites
- No electronic equipment should be used whilst in school. This includes mobile devices, mobile phones and cameras. All equipment should be switched off whilst in school.
- We know families like to take photos or videos during assemblies and performances; this is acceptable unless stated otherwise by staff but must focus on your own child and not be shared on social networking sites. Please do not use your mobile phone during assembly for any other reason than to take a photo or video.

We would expect that parents and carers would make all persons responsible for collecting children aware of this policy

We want all our children, parents, carers and staff to feel safe and welcome at school and hope sharing our expectations with you will help us all to work together to achieve this. By choosing to send your child/children to Chillingham Road Primary School, you are agreeing to follow the code of conduct set out in this document.

If we feel that a parent or carer is acting in a way which contradicts this code of conduct, we will address the problem at the earliest opportunity and aim to resolve the issue positively if possible.

Persistent concerns or breaches may result in banning the offending adult from entering the school grounds. This is something we never want to do but the welfare and safety of children and adults on our school site is paramount.