



“A kind and inclusive learning community with high expectations for all”

At Queen’s Park Primary School, we recognise and value individual differences in an inclusive learning community. We nurture children to become resilient and creative lifelong learners and caring, responsible adults in a diverse society.

Parent and Carer Code of Conduct

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1. Purpose and scope

At Queen’s Park Primary School, we believe it’s important to:

- Work in partnership with Parent/Carers to support their child’s learning
- Create a safe, respectful and inclusive environment for children, staff and Parent/Carers
- Model appropriate behaviour for our children at all times

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and children (through our behaviour and relationships policy).

This code of conduct aims to help the school work together with Parent/Carers by setting guidelines on appropriate behaviour.

We use the term ‘Parent/Carers’ to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

2. Our expectations of Parent/Carers and carers

We expect Parent/Carers and other visitors to:

- Respect the ethos, vision and values of our school
- Work together with staff in the best interests of our children
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful solution to all issues
- Correct their own child’s behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern
- Model appropriate conflict resolution

- Be aware of the school's time frames in terms of responding to concerns.
- Be supportive of the no excuse, for abuse protocol in Appendix 2
- Report any abusive behaviour/personal attacks witnessed that is targeted at staff to the leadership team.

3. Attendance at meetings (In person or online)

Our school values open and constructive communication with parents and guardians to support each child's learning and development. To ensure that meetings are productive, respectful, and focused on each child's needs, we ask all parents and guardians to adhere to the following expectations regarding attendance at school meetings:

- 1. Advance Notification of Attendees**
 - Both the school and parents are expected to provide advance notice of who will be attending the meeting. This helps ensure everyone is prepared and allows the school to accommodate the needs of all attendees effectively.
- 2. Maximum of Two Attendees Per Family**
 - To maintain a focused and manageable discussion, we request that no more than two representatives (e.g., parents, guardians, or advocates) attend from each family. If additional support or perspectives are required, we encourage discussing this with the school beforehand.
- 3. Clear Communication of Meeting Content**
 - The school will provide a clear outline of the meeting's purpose and content in advance where the meeting has been requested by the school. We ask that, where meetings are requested by families, the family provides a clear outline of the meeting's purpose and content. This allows all parties to come prepared and focused on specific topics.
- 4. Notification of Changes**
 - If circumstances change and additional attendees or topics need to be included, please notify the school as soon as possible. Similarly, the school will inform parents promptly if there are any changes in meeting content or participants.
- 5. Recording of Meetings is Prohibited**
 - To promote an open and comfortable environment for discussion, recording meetings (audio, video, or otherwise) is strictly prohibited. This ensures that all participants feel able to communicate freely, fostering a respectful and confidential dialogue.

4. Policy on External SEN Advocates observing children

As part of our commitment to providing a supportive and inclusive learning environment, our school prioritises meeting the needs of all children, including those with Special Educational Needs and Disabilities (SEND). However, we maintain a clear policy that external SEN advocates are not permitted to observe children within the school setting.

This decision is based on the following principles:

➤ **Protecting the Privacy of All Children**

Ensuring a safe and comfortable learning environment for all of our children is a top priority. The presence of external observers can disrupt the classroom atmosphere and may affect the privacy and well-being of other children.

➤ **Respecting Professional Boundaries**

Our qualified staff, including our SENDCo, teachers, and support staff, are well-equipped to assess and support the individual needs of all students. We believe that any observations or assessments necessary for a pupil's learning and development should be conducted by our internal and external trained professionals who understand the school's context and practices.

➤ **Maintaining Consistency in Support**

➤ To ensure that SEN provision is consistent and in line with our school's policies, we rely on our internal team's expertise along with the variety of external professionals we seek advice from. This approach helps maintain the integrity of our educational practices and supports our focus on achieving the best outcomes for all children.

➤ If parents or guardians have concerns regarding the support provided to their child, we encourage open communication with our teaching teams to collaboratively address any issues and explore additional support options as needed.

Thank you for your understanding and cooperation in upholding this policy.

By following these guidelines, we can foster productive, respectful, and positive discussions that prioritise the needs and well-being of each child. Thank you for your cooperation in helping us create a supportive and collaborative environment.

5. Behaviour that will not be tolerated

➤ Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)

➤ Swearing, or using offensive language

➤ Displaying a temper, or shouting at members of staff, children or other Parent/Carers

➤ Threatening another member of the school community

➤ Sending abusive messages to another member of the school community, including via text, email or social media

➤ Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms

➤ Use of physical punishment against your child while on school premises

➤ Any aggressive behaviour (including verbally or in writing) towards another child or adult (including school staff): see No excuse for abuse poster (appendix 2)

➤ Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention

- Smoking, vaping or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Bringing dogs/animals onto the school premises (other than guide dogs)
- Repeatedly demanding an action from a member of staff if this has already been resolved
- Requesting unreasonable demands which the school does not have the capacity to support your child with.

6. Breaching the code of conduct

If the school suspects, or becomes aware, that a Parent/Carer has breached the code of conduct, the school will gather information from those involved and speak to the Parent/Carer about the incident.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the Parent/Carer: See Appendix 3
- Invite the Parent/Carer into school to meet with a senior member of staff or the headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Cancel planned meetings
- Seek advice from Brighton and Hove Local Authority regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site in line with government guidance: see appendix 4
- Follow the restricted communication guidance set out in our complaints policy

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the headteacher (Controlling access to school premises, Department for Education).

The headteacher will consult the chair of governors before banning a Parent/Carer from the school site.

Appendix 1: Inappropriate use of social network sites

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents or children. The Department for Education/Government and Governors of Queen's Park Primary School considers the use of social media websites being used in this way as unacceptable.

Any concerns you may have about the school or your child/children must be made through the appropriate channels by speaking to the class teacher, the senior leadership team or the Chair of Governors (in accordance with our complaints policy), where they will be dealt with fairly, appropriately and effectively for all concerned.

Libellous or Defamatory posts

In the event that any pupil or parent/carer of a child/children at Queen's Park is found to be posting libellous or defamatory comments on Facebook, What's App or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site and where necessary reported to the police. Any evidence of these comments will be dealt with and treated as a breach of this policy.

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 pupil removes such comments immediately.

Cyber Bullying

We take the use of cyber bullying by one child or a parent to publicly humiliate another child, adult or staff member by inappropriate social network entry very seriously. We will take and deal with this as a serious incident of school bullying. The school will also consider its legal options to deal with any such misuse on social networking and other sites.

Online parent groups

Many people take part in online activities and social media. It's fun, interesting and keeps us connected. There are various online groups managed by parents for parents, such as Facebook pages and WhatsApp groups and they can be a wonderful source of knowledge, support and advice. We encourage you to join in and 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, 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 by a parent to publicly humiliate or criticise another parent, pupil or member of staff.

At our school we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined in this policy.



No Excuse for Abuse

Welcome to Queen's Park Primary School.

Our school is a community built on **understanding, compassion, and cooperation**.

We are committed to creating a **respectful, positive, and safe environment** for all members of our school community, including our valued staff.

Queen's Park Primary School has a strict "**No Excuse for Abuse**" policy, ensuring that all interactions within our school are built on respect and understanding.

We understand that people can become angry when they have concerns which they feel strongly about. If that anger escalates into aggression or personal attacks towards our staff, we consider that unacceptable.

Respect for All – Our staff members are here to support the education and well-being of every child. They deserve to be treated with the same respect and courtesy we expect children to show one another.

Zero Tolerance for Abuse – Aggressive behaviour, verbal abuse, threats, personal attacks or intimidation towards staff members will not be tolerated under any circumstances.

Supportive Communication – We encourage open and respectful communication. If you have concerns or issues, please bring them to our attention through the appropriate channels, and we will work with you to address them.

Partnership in Education – Let's work together to create a positive environment where everyone, including our dedicated staff, feel respected and safe.

Actions We Take

Reporting – Any abusive behaviour towards staff will be reported and documented. Repeated instances may lead to restricted access to the school premises.

Supportive Measures – Our staff are supported in maintaining a positive and safe workplace and will take necessary steps to protect their well-being.

Thank you for helping make Queen's Park Primary School a safe, respectful, and positive space for everyone.

Appendix 3: model letters

Initial warning letter from the headteacher

Dear [Parent/Carer name],

I've received a report about your conduct on [time and date].

[Summary of incident, including location, and the effect on staff, children and other Parent/Carers.]

If the incident is minor, add:

This behaviour is not in keeping with our Parent/Carer code of conduct. [Please find a copy attached to this letter.]

As written in our Parent/Carer code of conduct, we do not tolerate this kind of behaviour in our school. [Please find a copy attached to this letter.]

We believe that all staff, children and Parent/Carers are entitled to a safe, respectful and inclusive environment, and that Parent/Carers are as responsible for creating this environment as school staff.

Further breaches of the code of conduct may result in a ban from the school premises.

I'd like to invite you in to school to discuss this incident, and how we can work together to prevent similar issues in the future.

Please contact the school office on 01273 686822 to book an appointment.

Yours sincerely,

Mrs. Emma Gale
Headteacher

Model letter banning a Parent/Carer from the school site

Dear [Parent/Carer name],

I am writing to inform you that, after consultation with the chair of governors, I am banning you from the school site until [date/permanently].

Despite previous correspondence and conversations about your conduct, there have been further breaches of our Parent/Carer code of conduct.

[Include details of the incidents, including dates, locations and effects on staff/children/other Parent/Carers for every relevant incident.]

If you do not comply with the ban, I will arrange for you to be removed from the grounds and you may be prosecuted under Section 547 of the Education Act 1996.

If you would like to raise a complaint, you can do so using the school's complaints procedures, which are available on our website.

Yours sincerely,

Mrs. Emma Gale
Headteacher