



ALLERTON GRANGE SCHOOL CODE OF CONDUCT FOR PARENTS

**For approval by the Governing Body in Spring 2020
Next due for review on 1st March 2021**

Mike Roper, Headteacher

Rationale

At Allerton Grange School, we believe staff, parents and children are entitled to a safe and protective environment in which to work and learn. The school actively encourages close links with parents/carers and the community. We know that students benefit when the relationship between home and school is a positive one and we welcome visitors to our school and encourage parents to communicate with us by phone or via email.

Sometimes, staff may have to deal with challenging, abusive, aggressive or threatening telephone calls. It is unacceptable for any member of staff to be subjected to such abuse. The following guidance is to assist parents to understand conduct which the school expects them to follow during phone calls and meetings with staff.

Guidance for parents/carers

- When you call Allerton Grange School you will speak, initially, to our reception staff, who will do their very best to connect you to the person you wish to speak to. However, given that the vast majority of our staff will be teaching, it is most likely that they will take a message or put you through to the relevant voicemail.
- Please do not become frustrated with the reception staff if they are not able to answer your concern or connect you to the person you wish to speak to straight away; it is not their fault and any frustrations vented at this time will not serve to ensure your issue is dealt with any quicker.
- At any time when speaking to a member of staff, please do not raise your voice or use aggressive or threatening language.

Types of behaviour that are considered serious and unacceptable and will not be tolerated in relation to any member of the staff and or community are:

- shouting at members of the school staff, either in person or over the telephone;
- physically intimidating a member of staff, e.g. standing very close to her/him;
- the use of aggressive hand gestures;
- threatening behaviour;
- shaking or holding a fist towards another person;
- abusive language;
- pushing;
- hitting, e.g. slapping, punching and kicking;
- spitting;
- breaching the school's security procedures;
- racist or hateful comments (will be reported to HIRS [Hateful Incident Reporting System])
- sexist comments including sexual innuendo.

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

Expectation

- That adults set a good example to children at all times, showing them how to get along with all members of the school and the wider community
- That no members of staff, parents or children are the victims of abusive behaviour or open to threats from other adults on the school premises
- Physical attacks and threatening behaviour, abusive or insulting language verbal or written, to staff, governors, parents and carers, children and other users of the school premises will not be tolerated and will result in withdrawal of permission to be on school premises

- Any parent who is asked to leave the school premises will have the right to appeal the decision by writing to the Chair of Governors

Please note that incidents of rudeness will be logged with the Chair of Governors.

Persons Causing Nuisance / Disturbance on School Premises Section 547 of the Education Act 1996

School premises are private property and parents have been granted permission from the school to be on school premises. However, in case of abuse or threats to staff, pupils or other parents, school may ban parents from entering school.

It is also an offence under section 547 of the Education Act 1996 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned.

School is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school.

Inappropriate use of Social Networking Sites

Social media websites are being used increasingly to fuel campaigns and complaints against schools, headteachers, school staff and, in some cases, other parents/pupils. The Governing Body of Allerton Grange School considers the use of social media websites being used in this way as unacceptable. It is not in the best interests of the children or the whole school community.

In the event that any pupil or parent/carer, of a child/ren being educated at Allerton Grange 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. All social network sites have clear rules about the content which can be posted on its site and they provide robust mechanisms to report contact or activity which breaches this. The school will also expect that any parent/carer or pupil 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.

Unacceptable behaviour may result in the Police being informed.

The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to abuse.

Parents have the right of appeal by writing to the Chair of Governors, within ten days of their permission to enter the school premises being withdrawn.

Responsibilities

It is the responsibility of the Head teacher and Governors to monitor and annually review this Parental Behaviour Policy.

Procedure to address inappropriate behaviour by adults on the school site

At Allerton Grange School, we operate a 'zero tolerance' of inappropriate** behaviour anywhere on the school site.

**Inappropriate behaviour means disrespectful conduct towards people or property within the school site.

All staff and governors agree that any adult found to be using inappropriate behaviour towards other adults or children should be dealt with using the following steps:

An adult approaches another child	The adult will be spoken to immediately and the issue investigated by a school leader. This will be reported to the Headteacher and recorded. The adult will receive a warning letter.
A parent approaches another parent	The parent should report this to a member of staff or a school leader. The offending parent/s will be spoken to as soon as possible after the incident and reminded that we have a zero tolerance of inappropriate behaviour. A letter will be given to the parent/s. This warns a parent that if it recurs they could be banned from the school site under section 547 of the Education Act 1996.
A parent approaches a member of staff	This should be reported immediately to a member of the Senior Leadership Team. This will be investigated as soon as possible and the member of staff will be informed of the action taken. The parent/adult will be spoken to and given a warning letter. This warns a parent/s that if it recurs they could be banned from the school site under section 547 of the Education Act 1996.
Recurring inappropriate behaviour	If a parent/s continues to use inappropriate behaviour, they will be referred to the Policy for Parental Behaviour. This indicates how antisocial behaviour, when not corrected, can lead to interviews with the HT and Governors. This can then lead to a ban from the school site under section 547 of the Education Act 1996

Depending on the circumstances of the individual incident, these procedural steps may be amended at the discretion of the governing body. Where the circumstances are considered sufficiently serious, the school reserves the right to go straight to a ban.