

Emmer Green Primary School Code of Conduct for Parents

The governing body of Emmer Green Primary School encourages close links with parents and the community. It believes that pupils benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal and or physical abuse towards members of school staff or the wider school community.

The governing body expects and requires its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues.

We expect parents and other visitors to behave in a courteous, respectful and reasonable way towards members of school staff and each other.

This policy lists the types of behaviour that are considered serious and unacceptable:

- Abusive or aggressive written correspondence
- Using social media to publicly challenge school policies or to discuss issues about individual children, which should remain confidential
- Threatening behaviour
- Physically or verbally intimidating a member of staff, eg standing very close to her/him
- Using bad language or swearing to members of the school community
- Breaching the school's security procedures

Recommended guidelines

- Respect all members of the school community
- Address concerns in a calm manner either on the telephone or in person
- Correspondence including emails should be considerate and polite in tone
- Use the correct procedure to report any concerns i.e classteacher in the first instance, team leader as a next port of call, Deputy or Headteacher if it is a matter that hasn't been resolved
- Discuss school matters directly with the school
- Use class email lists for networking, reminders and PTFA information sharing rather than as a forum for discussing school matters

Aggressive or abusive behaviour will be dealt with in the following way:

- Abusive written correspondence could be subject to a right of no reply and may be sent to RBC's legal department
- Verbal abuse may result in parents being unable to meet with a member of staff without a Senior member of staff present
- Social media abuse may be reported to the relevant controlling body and RBC's Legal Department
- Physical abuse or breach of schools security procedures may result in banning parents from school