ATLP Code of Conduct for Parents and Carers

Document Control

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Statement of intent

At ATLP children lie at the heart of everything we do. We recognise that great schools are built around happy and healthy communities where children and families are made to feel welcome and treated with respect. We strive to build strong relationships with parents and carers and the wider community. Our aim is that all our children and families, experience equity, understanding, belonging and love.

To maintain a welcoming and safe learning environment, we have specifically designed rules regarding behaviour and conduct. We expect all staff, parents, carers and visitors to play their part in upholding these rules. We expect staff, parents and carers to model the behaviour we wish to see in our children.

This Code of Conduct set out the guidelines for all parents, carers, families, and visitors to our school about the conduct that is expected of them. It sets out both what they should aim to do, and how any inappropriate conduct will be addressed. By working in partnership together we will allow relationships to flourish, progress and achieve in an atmosphere of mutual understanding.

This code complements the Trust's 'Complaints Policy' which is designed to handle parental concerns or complaints in a sensitive and mutually supportive manner (see link to Complaints Policy). It also sits alongside the Trust's E-Safety policy, which sets out guidelines for appropriate use of social media and other online forums relating to the school.

Introduction

The Arthur Terry Learning Partnership (ATLP) believes that all children should be given the best opportunities to succeed and achieve. Our ethos is underpinned by our shared values of integrity; accountability; responsibility; commitment and love. Our first priority is to deliver the best for our children, their families and their communities. We recognise the challenges still being faced by many in our communities, our families as well as our staff. We have a responsibility to treat everyone with the respect and dignity they deserve and to provide the love, care and support that we know will be needed well into the future.

We want all of our children to:

- Feel part of the school and wider community
- Be warmly welcomed into school always
- To be included in every way
- To be involved in extra curriculum opportunities

To this end we seek intentionally to build strong relationships with parents, carers and the wider community. We seek to intentionally focus on listening to families and understanding their concerns so we can address them and remove any barriers to learning, attendance and good behaviour.

We have a responsibility to provide a safe space, where children, our staff and our communities are able to thrive, develop and prosper. Consistent routines help all children to settle and feel valued. Our wish is that together we model the values and behaviours that, in turn, will help children to build the positive relationship and connections they need to be successful in their lives.

Purpose of the policy

The purpose of this policy is to provide clarity about the expectations we have of parents and carers, and why we believe that these expectations are important. The policy sets out guidelines of what parents and carers should aim to do; how any inappropriate conduct will be addressed and how we will seek to repair relationships when things go wrong. We set out these guidelines in a spirit of building and maintaining the strong relationships that we know are essential to supporting children.

Who is this policy for?

This policy is for leaders, staff and parents and carers.

Policy statement

Expectations

As members of the family of ATLP schools we expect all our staff to:

- treat our children, staff and families with respect, dignity and care
- uphold and model the ATLP values
- model the behaviours that we expect of others
- act fairly and proportionately
- provide children and families with a safe space to share worries and concerns
- listen to concerns and try to resolve them
- maintain a safe learning environment for all

Our children's families are welcome in this school. We ask that you:

- treat everyone you meet in this school as you would want to be treated - with the respect, dignity and care with that all members of our community deserve
- respect and uphold the values that are important to us
- are tolerant of each other's views, beliefs and opinions
- approach the school to help resolve any issues that you are concerned about.
- make an appointment to speak with staff unless in an emergency
- support us in promoting and modelling good behaviour at all times:
  - speaking quietly and calmly, as you would want to be spoken to. We ask that you do not use offensive, threatening or abusive language
  - maintaining a safe distance from others
  - listening respectfully to the views of others
- model the standards that we expect of everyone, for example by coming to school appropriately clothed
- drive safely in the vicinity of the school
- treat our school buildings and premises with respect and encourage your child to do so

We ask that you refrain from behaviours that are not in keeping with our values, respectful of our culture or that may undermine our commitment to providing a safe learning environment for all.

Specifically we ask that you do not:

- approach other parents, carers or student in order to discuss a concern or reprimand them– please talk to a member of school staff to resolve any problems
- use physical or verbal aggression towards another adult or child, including your own
- display disruptive or other inappropriate behaviour which interferes or threatens to interfere with any of the school's operations or activities
- use foul, abusive or offensive language
- raise your voice inappropriately at another individual
- make comments of a derogatory or prejudicial nature or discriminate against any member of the school community, including students, staff, trustees and advocates, and other parents
- attempt to bully, harass or intimidate members of our school community. This includes physical, verbal and sexual abuse offline and online
- smoke, vape, drink alcohol or take illegal drugs on the school site or in the immediate vicinity of the school
- trespass on school property without prior permission or implied licence
- cause intentional damage to school property
- breach the school's security procedures
- take dogs onto the school premises, except by prior agreement
- send abusive, threatening or aggressive messages, emails or other communications to any member of the school community
- use social media, electronic communications including email, or any other form of communication in such a way as to cause offence, distress or anxiety to others, including school staff. This includes the persistent use of email or other forms of communication. We ask that you do not use social media to air your concerns or post content that is damaging to the school's reputation. Your first approach should be to resolve issues and concerns with school staff.
- take recordings of any nature, including photographs, except by prior agreement, including with mobile phones and other devices.

We kindly ask that parents, carers and visitors will assist our staff with the implementation of this policy and we thank you for your continuing support of our school.

What happens if these guidelines are not adhered to?

Good communication is key to strong relationships. In the first instance we seek to resolve all issues, concerns and misunderstandings by talking to each other. Where the above guidelines are not adhered to, we would usually expect a conversation to be sufficient to reinforce our expectations.

There may be times when this approach is not appropriate or sufficient to resolve the issue and further action may be necessary. This could include:

- banning from site for a fixed time
- contacting the police
- seeking legal redress through the courts
- restricting communication, for example, to certain personnel in school
- in the case of defamatory comments posted online, we would also report the post to the social media site's administrators.

We will always put the needs of children first. If the behaviour of parents and carers leaves us to believe or suspect that children are at harm, or at risk of harm, we will refer our concerns to children's social care.

We reserve the right to escort anyone off the premises who is displaying aggressive or disruptive behaviour. The police may be contacted to provide advice on managing an incident or to assist in the removal of an individual from the premises, where necessary.

If you are concerned about the behaviour or conduct of another parent, please raise this with your child's class teacher or the headteacher. Do not approach the parent yourself.

Barring from the school premises

The school has the right to bar a parent from the premises to keep the school community safe. If a parent is displaying inappropriate or concerning behaviour, they will be asked to leave the school premises. Behaviour that could result in a parent being asked to leave the premises includes aggressive, abusive or insulting behaviour or language that is a risk to staff or students, or behaviour that is making staff or students feel threatened. If a parent persistently or consistently behaves inappropriately on the school site, or there is a one-off incident of extremely inappropriate behaviour, the school reserves the right to bar this individual from the school site.

Communication

You may wish to email staff directly. However, please note that we are mindful of staff workload and well-being. While we ask that staff reply to emails within three working days, please bear in mind that there are times when this may not be possible.

We ask our staff to use polite and professional language with children and their families and we ask that you do the same. We ask that you avoid communicating in a way that may intimidate or harass staff, such as continued emails to one person or different people before staff have had a chance to reply.

If you are not able to resolve a concern, then please see the ATLP Complaints Policy.

Legal framework, DfE guidance and link to other policies

This document has due regard to all relevant legislation including, but not limited to, the following:

- Education Act 2011
- Education Act 1996
- Children Act 2004
- The Equality Act 2010
- The Public Sector Equality Duty

• DfE (2022) 'Keeping children safe in education (2022) & DfE (2018) 'Controlling access to the school premises'

This document operates in conjunction with the following school policies:

- Complaints Policy
- Social Media Policy
- Child Protection and Safeguarding Policy
- Smoke-free Policy
- Drug and Alcohol Policy