



This policy/code should be carried out in the context of and in conjunction with Dale Hall CP School's Safeguarding Policy.

At Dale Hall we are very proud and fortunate to have a very dedicated and supportive school community. At our school the staff, governors and parents alike, all recognise that the education of our children is a partnership between all parties. As a partnership we recognise the importance of solid working relationships to equip all of our children with the necessary skills for adulthood. For these reasons we welcome and encourage parents to participate fully in the life of our school. The purpose of this policy is to provide a reminder to all parents and visitors to Dale Hall School about the expectations around conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding.

We understand that everyday frustrations can cause misunderstandings and have a negative impact on our relationships. We believe it is essential that we all remain committed to resolving difficulties in a constructive manner through open, positive dialogue. Our school already has a Code of Conduct for all our staff and volunteers. This Code for Parents is aimed at the wider school community so that we all share a common expectation and understanding over behaviour. Whilst we appreciate that incidents are extremely rare, we feel it is important to make clear the types of behaviour that we find unacceptable and what action we might take in response.

The school expects parents and carers to:

- Respect the caring ethos of the school during all communication
- Understand that parents and teachers need to work together for the benefit of children
- Demonstrate in their own behaviour that all members of the school community should be treated with respect and understand that even if there is a conflict due to a member of staff's oversight, parents must remain calm and respectful
- Approach school staff to help resolve issues via Dojo, school e-mail or via telephone. Please do not approach staff members directly unless in an emergency
- Work with the school to build positive relationships with its staff
- Know that children can not be moved on request of the parent
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue
- Correct their own child's behaviour, especially where it could lead to conflict
- Avoid using staff as threats to admonish children

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
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff at the school on facebook or other social media sites
- The use of physical aggression towards another adult or child. This includes physically punishing your own child on school premises
- Chastising someone else's child directly, or through the parent. All complaints need to go through the proper channels.

- Smoking, or consuming alcohol or drugs whilst on school property
- Bringing dogs on to school premises

If any of these behaviours occur the school may contact the appropriate authorities and, if necessary, ban the offending adult from entering school grounds.

SOCIAL NETWORK SITES

Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parent/staff, at the school on Facebook or other social sites.

Inappropriate use of Social Network Site:

Think before you post

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 Governors of Dale Hall Primary considers the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels.

Online activity which we consider inappropriate:

- Identifying or posting images/videos of students
- Abusive or personal comments about staff, students, governors or other parents
- Bringing the school into disrepute
- Posting defamatory or libellous comments
- Emails circulated, or sent directly, with abusive or personal comments about staff or students
- Using social media to publicly challenge school policies
- Using social media to discuss issues about individual children
- Threatening behaviour, such as verbally intimidating staff, or using bad language

We take inappropriate use of social media by parents very seriously and will take action when appropriate. In the event that any pupil or parent/carer of a child/ren 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 site. All social network 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 that any parent/carer or pupil removes such comments/ material 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 cyberbullying 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.

Complaints

This Code of Conduct does not prevent parents from raising a legitimate complaint. In most cases we hope that all complaints and concerns can be resolved through open dialogue with teachers or other members of staff as appropriate. Please contact the school either via email, Dojo or by telephoning. However, please at all times keep a civil and respectful tone, try to stick to the facts surrounding the incident and do not use personal remarks about members of staff.

Where parents are not satisfied with responses that they receive they may then follow the Complaints Procedure as laid out in our School Complaints Policy. This is available on the school's website or hard copy from the school office.

Thank you for your cooperation to ensure all children at Dale Hall Primary remain happy, confident and successful.