



Parent/Carer Code of Conduct

(To be read in conjunction with the school's Home School Agreement)

The Deanery Church of England High School & Sixth Form College

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The Deanery Church of England High
School and Sixth Form College
Frog Lane
Wigan
WN1 1HQ

t 01942 768801

e enquiries@deanery.wigan.sch.uk

website: www.deanery.wigan.sch.uk

PARENT/CARER CODE OF CONDUCT

1 Introduction

At The Deanery Church of England High School & Sixth Form College, we believe that educating children is a process that involves partnership between parents/carers, class teachers and the school community. We have always worked very hard to establish good communication with parents and believe that our success is due in no small part to the strong relationships we enjoy with our parents and carers.

In a very small minority of cases, however, we can experience incidences of poor behaviour by parents/carers. The aim of this policy is therefore to clarify what we expect of our parents/carers in terms of their relationship with us, and what actions we may take when we encounter unacceptable behaviours.

2 Aims of this policy

- a) To outline the school's expectations of how it will work together with parents/carers and the behaviours parents/carers are expected to meet;
- b) To outline the action that the school will take if the conduct of parents/carers does not meet its expectations; and
- c) To support the mission, values and vision of The Deanery Church of England High School and Sixth Form College.

3 Expectations of parents/carers

In addition to following the guidance set out in our Home-School Agreement we expect parents/carers to:

- a) always respect the ethos and values of The Deanery Church of England High School and Sixth Form College
- b) always let the school know if there are any concerns or issues that may be affecting their child's learning, behaviour or ability to do their homework, so that any issues can be resolved quickly
- c) understand that both staff and parents/carers need to work positively together for the benefit of their children
- d) understand that all members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour
- e) correct their child's actions, especially where it could lead to conflict, aggressive or unsafe behaviour
- f) follow the process outlined in the school's Complaints Policy if they are looking to make a complaint against the school

4 Unacceptable behaviour

In order to support a peaceful and safe environment, the following behaviours / actions will not be tolerated by parents/carers:

- a) using offensive or profane language, swearing, cursing or displaying temper anywhere on school premises, during a phone call or via email and social media
- b) causing a nuisance on the school premises in contravention of s.547 Education Act 1996
- c) making disparaging, libellous or slanderous comments about a member of staff at The Deanery Church of England High School and Sixth Form College (including on social media sites). Any concerns a parent/carer may have about the school must be made through the appropriate channels
- d) sending abusive or threatening messages via email, social media apps, text, voicemail etc
- e) presenting disruptive behaviour which interferes, or threatens to interfere, with the operation of the school
- f) threatening to inflict harm to a member of staff, governor, visitor, fellow parent/carer, or pupil at the school irrespective of whether or not the behaviour constitutes a criminal offence
- g) approaching someone else's child in order to chastise them because of the actions of that child towards the parent/carer's own child
- h) using physical or verbal aggression towards another adult or child, including physical and verbal punishment against a parent/carer's own child on the school premises
- i) undertaking any forms of harassment against any member of the staff at the school (this can be evidenced through repeated instances of any of the above)
- j) damaging or destroying property belonging to the school
- k) smoking, taking illegal drugs or consuming alcohol on school premises or bringing dogs, other than assistance dogs, on to school premises
- l) demanding to see a member of staff without prior arrangement/appointment

5 Dealing with unacceptable behaviour

Should any of the behaviours / actions in clause 4 above take place, the school may feel it necessary to apply restrictions to the offending adult's contact with the school. Any such restrictions will be tailored to deal with the individual circumstances of the unacceptable conduct and may include one or more of the following:

- a) putting in place a communication strategy to limit the point of contact and the frequency of the times that communications may be sent/made or reviewed
- b) banning the offending adult from making contact with school by telephone except through a third party e.g. a friend or relative acting on their behalf
- c) banning the offending adult from sending emails to individual and/or all school employees or governors and insisting they only correspond by letter

- d) banning the offending adult from entering the the school premises
- e) banning the offending adult from accessing any school building except by appointment
- f) requiring contact to take place with one named member of staff only
- g) restricting telephone calls to specified days / times / duration
- h) requiring any personal contact to take place in the presence of an appropriate witness

When the decision is taken to apply any of the above restrictions or conditions, the Headteacher will contact parents/carers in writing to explain:

- Why the decision has been taken
- What action is being taken
- The duration of that action

The Deanery Church of England High School & Sixth Form College fully reserves the right, where it feels it necessary, to report the matters to the police or other appropriate authorities. It may also consider taking legal action. In such cases, the school may not give the complainant prior warning of its actions.

6 Inappropriate use of Social Media Site

Parents/pupils are reminded that the law prohibits statements being made which are malicious, have the intention to cause harm or harass another. False statements published about individuals may also amount to defamation and subject to civil action.

The Deanery Church of England High School and Sixth Form College considers the use of social media websites/apps in this way to be unacceptable and not in the best interests of the children or the whole school community. The school therefore encourages parents/carers to raise any concerns through the appropriate channels so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil or parent/carer/family member of a pupil is found to be posting libellous or defamatory comments on Facebook or other social media sites/apps, they will be reported to the appropriate 'report or 'abuse' section of that social network site.

Parents/carers are reminded that all social media sites/apps have clear rules about the content which can be posted on the sites and they provide robust mechanisms to report contact or activity which breaches these rules. The school will also expect that any parent/carer or pupil remove such comments immediately and in serious cases, will consider its legal options with any such misuse of social networking and other sites.

Finally, The Deanery Church of England High School and Sixth Form College is committed to tackling the issue of online bullying and therefore will take appropriate action against pupils or pupils/carers should inappropriate social media posts be used to publicly humiliate another pupil, member of staff or parent/carer at the school.