

# Gateacre School



## PARENT CODE OF CONDUCT

**Approved by:**

Governing Body

**Date:** September 2021

**Last reviewed on:**

17.09.2021

**Next review due by:**

September 2023

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## 1. Purpose and scope

We are very fortunate to have a supportive and friendly parent body. Our parents recognise that educating children is a process that involves partnership between parents, class teachers and the school community. As a partnership, our parents/carers will understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our school.

At Gateacre School, we believe it's important to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, staff and parents
- Model appropriate behaviour for our pupils at all times

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff, pupils, parents and carers.

This code of conduct aims to help the school work together with parents by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

## 2. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school
- Work together with staff in the best interests of our pupils
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful solution to all issues
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern

### 3. Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language either face to face or over the telephone
- Displaying a temper, or shouting at members of staff, pupils or other parents either face to face or over the telephone
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs), solvents or similar substances
- Bringing dogs onto the school premises (other than guide dogs)

### 4. Breaching the code of conduct

If any member of the school community is subjected to the behaviours or actions highlighted in Section 3 of the Policy, whether it be face to face or over the telephone, that member of the school community will issue a warning informing the parent, carer or visitor that the conversation will end if those behaviours continue. If those behaviours or actions continue then the member of the school community will end that face to face or telephone conversation.

If those conversations have been ended because a breach of the code of conduct has thought to have occurred or the school suspects, or becomes aware, that a parent or carer has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident

Depending on the nature of the incident, the school may then:

- Invite the parent in to school to meet with a senior member of staff or the headteacher
- Send a warning letter to the parent
- Ban the parent from the school site
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the local authority's legal team regarding further action (in cases of conduct that may be libellous or slanderous)

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the headteacher.

The headteacher will consult the Chair of Governors before banning a parent from the school site.

## Appendix 1: Inappropriate use of Social Network Sites

Whilst we appreciate the right to freedom of speech and recognise the benefits of using social media, unfortunately on occasions we experience situations where members of the school community use social media to exhibit inappropriate behaviour.

It is further appreciated that social media users may be of the opinion that their postings are 'private'. However, once a comment is posted other social media users can forward/share such views. If postings are considered to be threatening or discriminatory, the school may have to refer the matter to the Police and report it to the social media provider. Given the above we ask you never to refer to individual pupils or any member of school staff on social media and we respectfully refer all members of the school community to our Social Media Policy [SocialMediaPolicy.pdf \(gateacre.org\)](https://www.gateacre.org/assets/Documents/SocialMediaPolicy.pdf) which can be accessed via <https://www.gateacre.org/assets/Documents/SocialMediaPolicy.pdf>

It is recognised that parents and carers may not always agree with a particular course of action taken by the school or may have concerns in respect of the school community. We welcome constructive feedback and encourage concerns to be discussed with the relevant person in the school in the first instance. Any complaints which cannot be resolved in this manner should be pursued via the school's complaints procedure [Complaints-Procedure-for-Maintained-Schools.pdf \(gateacre.org\)](https://www.gateacre.org/assets/Documents/Complaints-Procedure-for-Maintained-Schools.pdf) which can be accessed via <https://www.gateacre.org/assets/Documents/Complaints-Procedure-for-Maintained-Schools.pdf>

## Appendix 2: Letter to Parents and Carers



Liverpool  
City Council

Dear Parents / Carer

At Gateacre School we are fortunate that the majority of parents and carers appreciate that educating our pupils involves partnership between all of the school community. A good working partnership is important to equip pupils with the necessary skills for adulthood and we welcome and encourage parents and carers to fully participate in the life of our school.

Unfortunately, the behaviour of a minority of parents and carers can impact negatively upon the good working partnership. We believe that all school staff, parents, carers and pupils are entitled to a safe and protective environment in which to learn and work. The purpose of this letter is to provide a reminder of the conduct expected from all visitors to our school.

### **Disruptive behaviour**

For many of us this may come as a surprise, however a third of schoolteachers nationally have suffered abusive behaviour from parents and carers in the past. We firmly believe that all members of the school community have the absolute right to work and be in school without fear of aggression or abusive behaviour from parents and carers. Such behaviour can be through face to face contact, in written communications, on the telephone or by the use of social media and can present a risk to staff and pupils. To support a safe school environment, we cannot tolerate parents, carers or visitors who exhibit any of the following behaviour:

- Use of loud and/or offensive language or display temper
- Threaten to carry out actual bodily harm to any other person on school premises
- Damage/destroy school property
- Intimidate any other person on school premises
- Make vexatious or malicious allegations against a member of the school community, either in writing or via direct contact verbally
- Insult any member of the school community in an attempt to demean or undermine

The above list is not exhaustive and any individual exhibiting disruptive or unreasonable behaviour will be considered in accordance with the school's Parent Code of Conduct which can be accessed via our website. The school may ultimately decide to impose restrictions on an individual when entering the school premises including a ban from school entirely, which may also extend to non-admittance to school events such as pupil plays/assemblies and communications restricted to writing or via a third party.

## **The use of social media for parents' views**

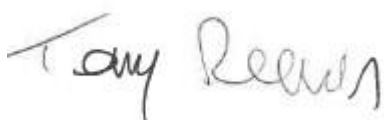
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It is recognised that parents and carers may not always agree with a particular course of action taken by the school or may have concerns in respect of the school community. We welcome constructive feedback and encourage concerns to be discussed with the relevant person in the school in the first instance. Any complaints which cannot be resolved in this manner should be channelled via <https://www.gateacre.org/assets/Documents/Complaints-Procedure-for-Maintained-Schools.pdf>

In connection with a city-wide drive to tackle disruptive behaviour and social media issues, this letter is provided to our school community with support from the Chair of Governors, Merseyside Police and Liverpool City Council. We encourage parents and carers to promote positive role models in both the real and digital world. We seek to provide a safe and protective environment in which they can learn and school personnel can work.

Kind Regards,

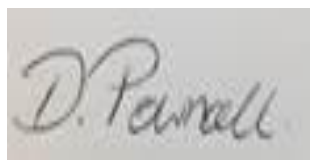


Tony Reeves  
Chief Executive

Liverpool



Steve Reddy  
Director of Children and Young People's Services  
Liverpool



Diane Pownall  
Supt Liverpool Community Policing  
LP Command

## Appendix 3: Notice informing parents/carers of Code of Conduct



Liverpool  
City Council

# We welcome visitors to our school.

We will act to ensure it remains a safe place for pupils, staff and all other members of our community.

If you have concerns, we will always listen to them and seek to address them.

Please be aware, however, that all employees of the school have the right to work without fear. Abusive, threatening or violent behaviour will not be tolerated in this school.

Visitors behaving in this way are likely to be removed from the premises and prosecuted.