



St James' CE Primary School
Frederick Crescent
Green Street
Enfield
Middlesex EN3 7HH

Telephone: 020 8804 1987

Parent/Carer Code of Conduct

Date of approval: 14th March 2017

**Chair of Governors: Ian Thompson
Headteacher: Joanna Dimmock**

**This policy will be reviewed in three years unless there are changes to legislation or
Local Authority guidance**

At St James' CE Primary School we are very fortunate to have a supportive and friendly parent body.

Our parents recognise that educating children is a process that involves a partnership between parents, staff and the whole school community. As part of that partnership our parents understand the importance of a good working relationship in order to equip children with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents and carers to participate fully in the life of our school. The purpose of this Code of Conduct is to provide a reminder to all parents, carers and visitors to our school about their expected conduct. This is so we can continue to enable children to flourish, progress and achieve in an atmosphere of mutual understanding.

Guidance

We expect parents, carers and visitors to:

- Understand that both teachers and parents need to work together for the benefit of their children.
- Demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour.
- Listen to both a child's version of events and the school's view in order to help bring about a peaceful solution to any issue.
- Correct their own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Approach the school to help resolve any issues of concern.

In order to support a peaceful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, office or any other area of the school grounds.
- Using loud/or offensive language, swearing, cursing, using profane language or displaying temper.
- Threatening to harm a member of school staff, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying school property.
- Sending abusive or threatening e-mails or text/voicemail/phone messages or other written communications.
- Defamation of the school or staff character on Facebook or other social networking sites.

- Using physical or verbal aggression towards another adult or child. This includes physical punishment against your own child on school premises.
- Approaching someone else's child in order to discuss or chastise them because of their actions towards your own child/ren.
- Smoking and consumption of alcohol or other drugs.

The Headteacher is expected by the Governing Body of the school to be responsible for the wellbeing of the whole school community, pupils, staff and visitors included. Staff, pupils and other parents and visitors must not be exposed to unacceptable behaviour from any visitor to the school no matter how frustrated or upset they may be. Should any of the above behaviours occur on school premises the Headteacher will take whatever action is necessary to prevent it happening again. This may include restricting access to the school site in some circumstances.

We trust that parents and carers will help in implementing this policy and we thank you for your continuing support.

Appendix

Template Letters – Please refer to Jill Bayley for further guidance.

Stage 3 – holding response

Dear [insert name(s)],

INCIDENT ON [insert date]

I write further to the incident on [date]. I am investigating [insert eg the issues you raised/the circumstances leading to the incident etc] and will write to you further by [insert date – no more than a week away].

Yours sincerely

Stage 3 Draft Warning Letter – before meeting

RECORDED DELIVERY

Dear [insert name(s)],

INCIDENT ON [insert date]

I write further to the incident [insert identifying information eg in the playground/between you and another parent etc] on [date].

[Give neutral details of the incident – do not blame anyone and give no names of anyone except the child/ren of the recipient of the letter].

[insert conciliatory phrase as appropriate eg I understand that this is a difficult time for you/while I accept that you were provoked etc]. However, everyone in this school is entitled to be treated with respect and on this occasion you did not do this. I enclose a copy of the school's Code of Conduct, which applies to all parents/carers, pupils and staff at the school.

Please ensure that you keep to the Code of Conduct in future.

If you do not keep to the Code of Conduct in future, it may be necessary for me to take further action, which could include banning you from the school premises. I hope that this will not be necessary.

I have arranged a meeting where we can discuss this incident at [time] on [date] at [place]. I look forward to seeing you then.

Yours sincerely

Stage 3 Draft Warning Letter – after meeting

NB this letter will depend on the circumstances but this is a general guide. You may need to adapt it.

RECORDED DELIVERY

Dear [insert name(s)]

INCIDENT ON [INSERT DATE]

I write further to our meeting on [insert date]. I arranged this meeting because of the incident on [date] [insert a sentence or two giving details of the incident].

I explained to you about the school's Code of Conduct and the importance of everyone, including parents/carers, pupils and staff, showing respect towards others at school.

I confirm that we agreed [insert details].

We agreed that the school will do the following actions [insert details].

We agreed that you/your partner/etc will do the following actions: [insert details – could include an agreement to keep to the Code of Conduct].

[I enclose a copy of the school's complaints policy – **you may need to expand on this and it will not be appropriate in all cases**]

I enclose a copy of the minutes of the meeting/ a copy of the minutes of the meeting will be sent to you by [in the next 10 working days - give date].

I hope that we will be able to work together in future. However, as I explained at the meeting, if you do not keep to the Code of Conduct in future, it may be necessary for me to take further action, which could include banning you from the school premises. [If you repeat your behaviour of [date] I will have no alternative but to ban you from the school premises – if appropriate]. I hope that this will not be necessary.

Yours sincerely

Stage 4 Letter Giving Notice Of Immediate Ban Subject To Review

RECORDED DELIVERY

Dear [insert name(s)],

INCIDENT ON [INSERT DATE] – BAN FROM SCHOOL PREMISES

I write further to the incident [insert identifying information eg in the playground/between you and another parent etc] on [date]. **NB if you are intending to ban someone this letter must be no more than a day or two after the incident, preferably on the same day**

[Give neutral details of the incident – do not blame anyone and give no names of anyone except the child/ren of the recipient of the letter].

I have already warned you about the importance of keeping to the Code of Conduct and of showing respect to others in my letters of [insert dates] and during our meeting of [insert date]. In those letters and at the meeting I explained that if you did not keep to the Code of Conduct or repeated your [aggressive/threatening/abusive etc] behaviour of [date of original incident] I would have no alternative but to ban you from the school premises.

I have considered the circumstances of the incident on [date – this is the recent incident]. I take the incident very seriously. A school must be a safe place for pupils and staff and this was not the case during the incident.

I am therefore banning you from the school premises [with immediate effect or from [insert date] until [insert date no more than 10 working days away]. You may not attend the school premises except by prior appointment agreed with the school.

Please note that if you are on school premises without permission during the ban you may be prosecuted and, if convicted, fined up to £500.

On [insert date – no more than 10 working days away] I will review the ban and consider whether to extend it, and if so for how long. Please let me have your views on the extension of the ban in writing by email or post to the addresses at the top of this letter by [date].

[insert paragraph setting out arrangements for delivery and collection of children if appropriate].

Yours sincerely

Stage 4 Letter Confirming/Ending Ban

RECORDED DELIVERY

Dear [name(s)],

INCIDENT ON [INSERT DATE] – BAN FROM SCHOOL PREMISES

I write further to my letter of [insert date of previous letter giving notice of immediate ban].

I write further to the incident of [insert date of most recent incident] [give brief neutral details; do not blame anyone and give no names of anyone except the child/ren of the recipient of the letter].

Thank you for sending me your representations, received on [date] **OR IF NO REPRESENTATIONS RECEIVED** I asked you in my letter of [date of previous letter] to write to me with your representations on whether or not the ban should be extended. I have not received any representations from you and I have therefore considered whether or not to extend the ban without any input from you.

In considering whether or not to extend the ban I have considered your representations [if received] and also the welfare of pupils, staff, other parents/carers and other users of the school premises.

I have also considered the welfare of [insert name(s) of the parent's child(ren)] and the disruption to them which any ban on your presence on school premises would cause.

Having considered all these matters, I have decided to extend the ban until [insert date – suggest no longer than the end of the current term except in exceptional circumstances].

IF YOU DECIDE NOT TO CONTINUE THE BAN SEE SEPARATE SECTION AT END OF LETTER

I have reached this decision for the following reasons: [insert reasons using bullet points]

I am therefore banning you from the school premises with immediate effect until [insert date]. You may not attend the school premises except by prior appointment agreed with the school.

Please note that if you are on school premises without permission during the ban you may be prosecuted and, if convicted, fined up to £500.

[insert paragraph setting out arrangements for delivery and collection of children if appropriate].

Yours sincerely

OR IF YOU ARE NOT CONTINUING THE BAN:

I have reached this decision for the following reasons: [insert reasons using bullet points]

Although I have not continued the ban, I must remind you that the incident on [date] was very serious and caused significant distress and disruption to the life of the school.

Any repetition of such behaviour is likely to lead to a further ban.

I am reminding you to keep to the Code of Conduct and I enclose a further copy for your records.

Yours sincerely