



Parent Code of Conduct

Our children will leave Welton proud, happy and confident.

They will know how to be kind and always try to do their best.

Our pupils will be academically successful and have a lifelong love of learning.

Our school family will nurture, challenge, and lead our pupils, igniting their unique spark of genius.



The Welton Family will demonstrate our values by remembering The Welton Way:

Be Kind,

We will ensure that everyone feels accepted, valued, and included. By being nurturing and understanding, we will be able to offer friendship and kindness. When we collaborate, we will share our own ideas, while listening and responding respectfully to the opinions of others. By respecting ourselves and each other, our community will be a happy one.

Be Responsible

We will take responsibility for ourselves, our actions and our community to ensure it is a happy, safe and nurturing place to be. When we make mistakes, we will take responsibility for putting things right and be prepared to forgive. We will always try to do our best so we can be proud of ourselves and our achievements.

Be a Learner

We will be ready to be an active learner. We will join in by asking questions, sharing our experiences and making connections. We will show resilience by taking on new challenges with a positive attitude. Our confidence will help us be successful and ignite our unique spark of genius.

Statement of Intent

We will work in partnership with parents and other stakeholders to achieve the above aims. We have a duty of care to both staff and pupils to ensure their safety and wellbeing and, as such, we will not tolerate parent behaviour that is unacceptable and has a detrimental effect on the good order and safety of any of its schools. This code of conduct outlines the behaviours that are deemed as unacceptable and the action, including any necessary sanctions, that will be taken in response to any such behaviour.

- 1.1 This code of conduct should be read in conjunction with the Complaints Policy and the Policy Statement for Managing Serial, Unreasonably Persistent or Vexatious Complaints

- 1.2 In this policy, parent means a parent, carer, or anyone with legal responsibility for a child. The principles in this document also apply to any other family members of pupils or other visitors to a school.
- 1.3 If a parent is acting in a voluntary capacity, for example as a governor or as part of a school's FOW's, they are still subject to the scope of this code of conduct as a parent.
- 1.4 This Code of Conduct applies to unacceptable behaviour which is committed by a parent:
- on the school site
 - by telephone
 - by email
 - on social media and any other public electronic media platforms (e.g. websites) referring to Welton Primary School or a member of staff of the school
 - in any other setting which, in the reasonable opinion of the Governing Body, should be regulated by this code of conduct.

Unacceptable conduct

Unacceptable conduct includes:

- verbal or written threats of violence or harm
- swearing or the use of other abusive, offensive or threatening language
- intimidation, coercion or humiliation
- aggressive or disruptive behaviour
- harassment, bullying or causing distress
- physical violence, including damage to property or injury to individuals
- discriminatory conduct or use of discriminatory language (sexist, racist, or other)
- frequent, unwarranted and/or unnecessary correspondence which is hindering the proper running of the school
- making deliberately false, malicious or vexatious accusations
- any behaviour that violates the law or school policies
- incitement of others to do any of the above

This is not an exhaustive list but seeks to provide illustrations of such conduct. It will ultimately be for the school to determine whether conduct is deemed to be unacceptable.

Covert recordings

Unless explicitly agreed in writing, Welton Primary School does not consent to parents making audio or video recordings of any member of staff, governor or school volunteer, including during in- person meetings, remote/virtual meetings or telephone conversations. Making covert recordings without the consent of members of staff is regarded as a breach of the relationship of mutual trust and confidence between the parent and the school.

If a parent is found to be recording a discussion, all members of staff have the right to terminate the meeting or telephone call on discovery.

A parent that records a member of staff, governor or school volunteer, without consent may be issued with a restricted communication plan (see below).

If a parent is found to have recorded any audio or video footage on the school site without consent of any individual, this may result in the parent being immediately banned from a school's premises (see below) and the involvement of external agencies.

Inappropriate use of social media

Welton Primary School encourages parents to approach staff with concerns and to make use of the Complaints Policy to escalate matters where necessary. We urge parents to refrain from expressing concerns about Welton or its staff on social media sites. Expressing concerns on social media may damage the reputation of Welton Primary School and the integrity of its staff may be unnecessarily called into question. Negative comments posted on social media can cause upset and is often counter-productive to the overall aim of educating pupils. Furthermore, comments made about individual members of staff may be considered defamatory or amount to cyber-bullying.

It is a criminal offence to publish information which would likely lead to the identification of a teacher who is subject to an allegation of misconduct until such time as they are charged with an offence or the Secretary of State for Education publishes information about the teacher in connection with a disciplinary case (Education Act 2011). All members of the community need to be aware of the importance of not publishing named allegations against teachers online as this can lead to prosecution and a fine.

Should Welton Primary School become aware that a parent is using social media to target the school or its staff, it may

- report the post(s) to the relevant social networking site
- contact the parent or social media page owner to require the post to be edited or removed
- issue the parent with a restricted communication plan (see below)
- where appropriate, inform the police or other relevant agencies

Responding to Conduct in Breach of the School's Expectations

- Where the behaviour is so extreme that it threatens the immediate safety and welfare of staff or others, the matter will be referred immediately to the police.

Verbal warning

- A parent who displays any of the behaviour as described above will be asked to desist and offered the opportunity to discuss the matter in person.

Mediation meeting

- Where appropriate, the parent may be asked to meet with Headteacher of a School (or a person authorised by them) to discuss the matter in person.

Formal written warning(s)

- A formal written warning will be sent to the parent by letter to their home address. The letter will be circulated to relevant internal parties to ensure that an informed and consistent approach can be adopted. Where appropriate, more than one formal written warning letter may be issued.

Legal sanctions

A. Restricted communication plan

The parent may be issued with a communication plan. This will restrict the manner in which the parent can communicate with the school. This may include:

- Requiring contact in a particular form
- Limiting contact to one member of staff or a specific email address
- Restricting telephone calls to specified days and times
- Restricting communication to in writing only
- Restricting the number of written communications across a week

B. Ban from a School's premises

A parent's common license to access a school's premises can be removed or restricted for a specified period. In such circumstances, parents may need to make alternative arrangements for bringing their child into school. Any entry onto the site in contravention of such a ban and where a nuisance is caused would be a criminal offence under section 547 of the Education Act 1996. Any parent in breach of the ban will be removed from the premises by the police or an authorised member of staff.

C An injunction under the Protection from Harassment Act 1997

The school may seek an injunction requiring the parent to desist from behaving in the manner in question.

Headteacher:

Chair of Governors:

Date: