Strive | Believe | Achieve

Cwmbran High School

Parent / Carers & Visitors Code of Conduct

Approved by: Full Governing Body
Last Reviewed on: Sep 26
Next Review Date: Sept 27

Expectations of parents/carers and visitors when dealing with staff

1. Introduction

1.1 Good behaviour and discipline are key foundations for good education. Without an orderly atmosphere effective teaching and learning cannot take place. The governors expect and insist on the highest standards of behaviour throughout our school.

1.2 Courtesy, good manners and consideration for others, together with self-discipline and a proper respect for others, are always encouraged and are important if we are to make our school a true, caring community. We place great emphasis on praising pupils for politeness and kindness to others.

1.3 The school values of positivity, kindness, resilience, respect and creativity underpin our motto to "strive, believe and achieve". We expect our pupils, parents and wider community to embrace the ethos where we believe the foundations of an outstanding school are based on sound values including accountability and fairness of actions. We are committed to developing ethical, confident, ambitious and creative learners, who will make a significant difference when they leave Cwmbran High School to fulfil their dreams and goals. Our vision continues to be inspiration of learning, creating an open culture, raising expectations and recognising and celebrating success. To ensure our vision is met, our aim is to promote that everyone associated with Cwmbran High School shares the passion and belief that we can achieve and develop brilliant learners.

1.4 The school also recognise that to achieve this there needs to be a partnership between parents, class teachers and the school community. Therefore, the school wishes to set out how to support this relationship by establishing clear expectations of behaviour from all adult members of the school community. Staff behavour is covered under the EWC Professional Code of Conduct and pupil behaviour is covered under separate policies.

2. Parent/carer/visitor conduct

2.1 We believe governors, staff, parents and children are entitled to a safe and protective environment in which to work. To achieve this all members of the school community must treat each other with respect.

2.2 We expect all parents/carers to:

- Respect the ethos and principles of our school, which includes our established policies and practices.
- Understand and respect that staff and families need to work together for the benefit of each child.
- Demonstrate that all members of the school community should be treated with respect and dignity. Therefore, we expect adults to set a good example in their own speech, written communications and behaviour.
- Seek to clarify a child's version of events with the school's view to bring about a solution to any issue.
- Correct your own child's behaviour, especially in public where it could otherwise lead to a conflict, aggressive behaviour, and/or unsafe behaviour.

- Approach the school to help resolve any issues of concern.
- Avoid using staff as threats to reprimand children's behaviour.
- Avoid the use of excessive emails when contacting staff and/or expect a response outside of working hours.

2.3 To support a respectful and safe environment the school will not tolerate parents/carers and/or visitors exhibiting any of the following towards our staff (but not limited to):

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the school grounds.
- Using offensive and/or threatening language.
- Being violent or threatening violence to a member of school staff, governor, visitor, fellow parent/carer or pupil.
- Damaging or destroying school property.
- Abusive or threatening emails or texts/voicemail/phone messages or other written communication.
- Insulting a member of the school community by word or behaviour including slander.
- Making defamatory, offensive, libelous, or derogatory comments regarding the school and/or any of the staff, at the school on social media sites. We expect any concerns you may have about the school to be raised through the published Complaints Procedure, which will be dealt with via the appropriate graduated response.
- Spreading malicious rumours or gossip.
- Discriminatory behaviour towards a member of staff e.g. racist language and/or actions.
- Incitement of others and threats or risk of injury.
- Using aggressive hand gestures/exaggerated movements towards a member of school staff, Governor and/or others.
- Bringing dogs onto school premises, other than guide dogs.

2.4 Should any of the above occur, the school may feel it necessary to contact the Police and, in some cases, place a restriction on the offending person from entering the school site. In these circumstances, the school is not responsible for organising arrangements for children.

2.5 This policy will also apply during social events at the school, held in the name of the school and during class/school visits or during sporting events.

3. Inappropriate use of Social Network Sites

3.1 It is recognised that the use of social media websites as a mechanism to communicate and express opinions is part of the modern world. However, it is unacceptable to use platforms to make derogatory comments about the school and/or its staff. The school believes that sites being

used in this way is not in the best interests of the pupils or the whole school community. The School expect that any concerns parents/carers may have are made through the appropriate channels i.e. in accordance with the Schools Complaints Procedure.

3.2 In the event of any parents/carer of a child or pupils found to be posting libellous or defamatory comments on social network sites, they will be reported to the appropriate "report abuse" section of the social network site. They have clear rules about the content which can be posted on their site, and they provide robust mechanisms to report contact or activity which breaches this. The school reserves the right to consider imposing appropriate steps where a parent/carer breach this.

3.3 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 cyber bullying and the use by one child or a parent to publicly humiliate a member of staff by inappropriate social network entry. Despite being very rare, we will take and deal with this as a serious incident of harassment and/or malicious communication.

4. Managing violent and abusive school visitors

4.1 The school encourages close links with parents and the community. It believes that pupils benefit when the relationship between home and school is a positive one.

4.2 The school's common purpose remains clear: to achieve zero tolerance of violence, threatening behaviour, or abuse at our school, and to ensure all members of the school community, and all visitors, can be confident that they are always operating within a safe environment.

4.3 The Governing Body, as the employer, recognises its duty of care to its staff and the need to put in place measures to avoid, wherever possible, the risk of violence, threatening behaviour, or abuse towards any member of staff and provide support thereafter should any such incident occur.

4.4 A parent/carer of a child attending a school normally has implied permission (limited licence) to be on the school's premises at certain times and for certain purposes but if their behaviour is unreasonable this permission may be withdrawn.

4.5 A person who nevertheless persists in entering the school premises and displaying unreasonable behaviour may be removed and the Police will be called.

5. Examples of potential serious and unacceptable behaviour

5.1 We expect parents/carers and all other visitors to behave in a reasonable way towards members of school staff. This policy outlines the steps that will be taken where behaviour is unacceptable.

5.2 Examples of the types of behaviour that are considered serious and unacceptable and will not be tolerated are listed below (but not limited to):

- Making physical contact with a member of staff e.g. slapping, punching and kicking.
- Spitting.
- Threatening behaviour or language, including swearing.
- Physical intimidation towards a member of staff, e.g. Encroaching the space of a member of staff.
- The use of aggressive hand gestures.

- Breaching the school's security procedures.

- Aggressive, humiliating, or offensive language used towards a member of the school staff, either in person or over the telephone.

- Persistently making complaints which the school considers have no substance or are vexatious.

- Encourage the use and or the use of mobile technology to film/record staff whilst undertaking their professional duties.

- Filming, photographing or making audio recordings of pupils, staff or visitors without their knowledge and consent. This includes the sharing or publication of such material in any format, including on social media.

5.3 Unacceptable behaviour may result in the Police being asked to attend and intervene. In such cases, the school will likely inform the local authority and diocesan authority.

5.4 Where serious or unacceptable behaviour is exhibited, the school will attempt to respond in a measured way, depending on the seriousness and frequency, namely:

- Initiate a meeting/dialogue with the individual.

- Write to the visitor, describing their misconduct, explaining its impact on the school and stating its unacceptability.

- Vary the person's 'licence', say, through the addition of conditions.

- Warn of the possibility of a 'ban' (i.e. the withdrawal of their licence) if the misconduct is repeated.

- Impose a ban for a short, fixed period whilst an investigation is conducted with potential for extension.

- Impose a ban with review after a fixed period.

- Impose a ban without review (only in exceptional circumstances).

6. The Banning Process

6.1 The Headteacher will assemble the full facts before proceeding, making sure that all those involved in any incidents, or witnesses to those incidents, make a full written record as soon as possible. Following this a member of the Leadership Team will undertake the following procedure:

- Write to parent/carer/intruder to record in detail the incident and why it is unacceptable.
- Explain that the Headteacher will consider banning the parent, giving the parent a period in which they may respond in writing giving their version and why they should not be banned.
- Tell the parent when a decision will be made and how this will be communicated.
- That any ban can be appealed to the Chair of Governors.