CODE OF CONDUCT (FAMILIES & VISITORS) Adopted: Autumn 26
Review: Autumn 29

Policy Review and Monitoring
This policy is due to be reviewed at the time stated, unless circumstances determine that this policy needs to be reviewed at an earlier time.

Signed: **Chair of Governors** **Headteacher**
Mr J Orchard Mr K Stroud

CODE OF CONDUCT (FAMILIES & VISITORS)

Introduction
At Maes yr Haul Primary School we are very proud and fortunate to have a very dedicated and supportive school community. At our school the staff, governors, parents and carers all recognise that the education of our children is a partnership between us all.

As a partnership we are all aware of the importance of good working relationships and all recognise the importance of these relationships to equip our children with the necessary skills for their education. For these reasons we very much welcome and encourage parents and carers to participate fully in the life of our school. We also benefit from a wide range of different visitors to the school, who provide a wealth of varied experiences for the benefit of our pupils.

The purpose of this code of conduct is to communicate clearly our expectations around the conduct of all families, carers and visitors connected to our school. The code of conduct also sets out the actions the school may take should this code be ignored or where breaches occur.

There are other, separate policies which detail our expectations and potential sanctions in relation to staff and pupil conduct.

Thank you for abiding by this code in our school. Together we create a positive ethos and environment not only for the children but also all who work and visit our school.

Expectations
Whilst this is an unsigned code of conduct, through choosing to bring their children to Maes yr Haul Primary School, we expect that all families would readily agree to this code of conduct for the good of all pupils, staff, volunteers and visitors to the school.

It is important for parents and carers to make sure any person collecting their children is also aware of this policy.

We expect everyone in our school community to:
- Respect the caring ethos and values of our school
- Respect our school environment by keeping the grounds and building tidy, using litter bins appropriately etc.

- Understand that both teachers and parents/carers 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 communication, physical and online behaviour both on and off site.
- Seek to clarify a child's version of events with the school's view to 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.
- Raise concerns in a reasonable and proportionate manner, recognising that school staff must balance responding to concerns with their wider responsibilities for teaching, safeguarding and supporting all pupils.
- Respect that the school is unable to discuss confidential information relating to other children, families or members of staff and that responses may be limited by legal duties relating to confidentiality, safeguarding and data protection.
- Avoid using staff as threats to admonish children's behaviour.
- Help keep our children safe through careful, considerate, and lawful driving and parking.

Unacceptable Behaviours

In order to support a positive and safe school environment, the school considers the following behaviours to be unacceptable and will not tolerate families or visitors who exhibit any of the following:

- Disruptive or disrespectful behaviour which interferes or threatens to interfere with the operation of any area of the school building and grounds and the working practices and authority of those working in the school. This also includes behaviour off-site during any school activities, such as trips and sporting events.
- Using loud or offensive language, swearing, cursing, using profane language or displaying temper and/or aggression.
- Threatening to do actual bodily harm to a member of school staff, governor, volunteer, visitor, fellow parent/carer or pupil regardless of whether the behaviour constitutes a criminal offence.
- Damaging or destroying school property whether deliberately or because of other inappropriate behaviour.
- Abusive, threatening, defamatory, offensive, or derogatory communication regarding the school or any of the pupils/parent/staff at the school either verbally or in written form including all social media (see also appendix 1).
- Persistent and negative / malicious gossip, including all social media.
- The use of physical aggression towards another adult or child.
- Approaching someone else's child to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Smoking, vaping and consumption of alcohol or other drugs whilst on, or at the entrance to school property, or whilst supporting the supervision of pupils on a school trip.
- Dogs being brought on to school premises, including being carried (except for registered guide dogs).

What happens if someone ignores or breaks the code?

Parents (*including carers, and all other family members linked with the pupil)
In the event of any parent* breaking this code then proportionate actions will be taken as follows:

In cases where the unacceptable behaviour is a serious and potentially criminal matter, the concerns will in the first instance be referred to the Police. This will include any or all cases of threats or violence and actual violence to any child or adult in the school. This will also include anything that could be seen as a sign of harassment of any member of the school community, such as any form of insulting social media post or any form of social media cyber bullying.

In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the school will refer the matter to the local authority's legal team for further action.

In cases where the code of conduct has been broken but the breach was not libelous, slanderous, or criminal matter, then the school will usually send out a formal letter with an invite to a meeting to discuss the matter and remind them of the schools' expectations.

If the parent refuses to attend the meeting, then the school will write to the parent and ask them to stop the behaviour causing the concern and warn that if they do not, they may be banned from the school premises. If this behaviour continues, the parent will again be written to and informed that a ban is now in place.

In some cases, the headteacher may choose to write to the parent in the first instance. In more serious instances, the headteacher may, in consultation with the chair of governors, decide to issue a site ban without prior warning.

Site bans will normally be time-limited in the first instance.

Other visitors
In the event of any other visitors breaking this code then proportionate actions will be taken as follows:

In cases where the unacceptable behaviour is a serious and potentially criminal matter, the concerns will in the first instance be referred to the Police. This will include any or all cases of threats or violence and actual violence to any child or adult in the school. This will also include anything that could be seen as a sign of harassment of any member of the school community, such as any form of insulting social media post or any form of social media cyber bullying. In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the school will refer the matter to the local authority's Legal Team for further action.

In cases where the code of conduct has been broken but the breach was not libelous, slanderous or a criminal matter, then the school will usually contact a relevant senior member of staff from the organisation or company involved. The headteacher will set out the nature of the breach and the school's expectations. Through discussion, the headteacher will seek an appropriate resolution and may elect to enforce a site ban if that is felt to be appropriate.

Resolving disagreements or disputes

We are committed to resolving difficulties in a constructive manner, through an open, respectful, and positive dialogue. However, we understand that everyday misunderstandings can cause frustrations and have the potential to have a negative impact on our relationships.

Where issues arise or misconceptions take place, the majority of these can usually be resolved through direct contact with your child's teacher. If this has either been unsuccessful or is not appropriate or relevant, then either the headteacher or deputy headteacher will arrange to meet with relevant parties to go through the issue and seek to resolve it.

There may, however, be occasions where despite the best efforts of those involved, issues remain unresolved, in which case a complainant should follow the school's complaints procedure. This details the formal process of complaint and how matters can be escalated appropriately.

A copy of the complaints procedure is available on the school website, or a copy can be requested from the school office.

Use of Social Media

Many people regularly choose to take part in online activities and use social media regularly. We acknowledge and recognise that there are potential benefits to such activities, however there are also potential negative effects of social media usage which are not always fully considered. Regrettably, inappropriate use of social media is increasingly used to fuel campaigns and complaints against schools, headteachers, school staff, and in some cases other parents/pupils.

Additionally, an increasing number of pupils either have themselves, or through use of parent accounts, have unsupervised access to social media accounts. Either way, the online behaviour of all our pupils is the responsibility of their parents. Social media platforms, in most cases, have age limits of 13 or higher. Therefore, we would expect that all pupils in Maes yr Haul Primary School would have very limited, if any, legitimate use of social media themselves and certainly not without appropriate supervision.

The Governing Body considers the use of social media websites being used in this way as wholly unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels, usually by speaking to the class teacher in the first instance, the headteacher, deputy headteacher or the chair of governors, so they can be dealt with fairly, appropriately, and effectively for all concerned.

If any pupil or parent of a child/ren being educated in the school is found to be posting libelous or defamatory comments on social media, they may be reported to the appropriate 'report abuse' section of the network site.

All social media sites have clear rules about the content, which can be posted, on the site and they provide robust mechanisms to report contact or activity which breaches this. The school will also expect that any parent or pupil removes such comments immediately. 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 another by inappropriate social media postings. We will take and deal with this as a serious incident of school bullying. Thankfully, such incidents are extremely rare.

Maes yr Haul Primary School does not operate or sanction any social media sites which allow public postings from parents, pupils or the public although we have online presence through direct messaging and online media that permits us full moderation of its content (e.g. webpage blog, twitter feed, class dojo).

Our Parents and Friends Association (PFA) has its own Facebook page which allows parents to receive and respond to messages about school events. We encourage you to positively participate if you wish. Any other social media sites which appear to be connected to the school are not sanctioned by the school and any information contained within should be treated as unreliable.

It is part of our educational and safeguarding responsibility to ensure that pupils learn about the risks attached to different forms of online behaviour; parents and families play a vital role in supporting this through their own behaviours. Within any online space, we ask all families to exercise civility, decency, and common sense. - **'Think before you post'!**

We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, member of staff or child.

If parents have any concerns about their child in relation to the school as we have said above, they should:

1. Initially contact the class teacher
2. If the concern remains, they should contact the Headteacher or deputy Headteacher
3. If still unresolved, the school governors through the school complaints procedure

They should not use social media as a medium to air any concerns or grievances.

Online activity which we consider inappropriate:

- Identifying or posting images/videos of children without consent*.
- Abusive or personal comments about staff, governors, children or other parents
- Bringing the school into disrepute
- Posting defamatory or libelous comments
- Messages circulated or sent directly with abusive or personal comments about adults or children.
- Using social media to publicly challenge school policies or discuss issues about individual children or other members of the school community.
- Threatening behaviour, such as verbally intimidating staff, or using bad language
- Breaching school security procedures

* We collect parental consent information from all parents of pupils in school which is used to inform any online posting made by the school. However, such consent is not extended to families and visitors to the school without prior permission by the school (for example, public concerts and sports days are usually permitted).

At our school we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above.

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