

**Parent / Carer Code of Conduct
Coast and Vale Learning Trust
Scalby School**

At Coast and Vale Learning Trust, and at ScalbySchool, we are committed to creating learning communities 'where learners and staff thrive.'

Children, and their parents, can expect our staff to be fully committed to ensuring that every child receives an excellent education. All children will be fully supported and encouraged to thrive in every aspect of their academic and social development. They will be safeguarded and cared for during their journey through our school.

We understand that, on occasions, there may be challenges faced for individual children and their families. Our staff are well-trained and equipped to deal with these challenges and can offer guidance, expertise and support. We welcome working with parents and carers, supporting them as we negotiate the impact of Covid and a cost-of-living. We know, too, that families often face their own, unique set of challenging circumstances. As we do our best to support our children and families, we simply ask that the conversations our parents and carers have with our staff continue to remain respectful, polite and solution-focused.

Most of our parents understand the importance of maintaining positive relationships with the school team. We know that effective, solution-focused communication between home and school is vital. This Parent and Carer Code of Conduct has been developed to ensure that we can protect our staff, parents, carers and all members of the school community during any communication or meetings. Our staff are human beings, doing their best with finite resources, and they should not fear harassment, intimidation or aggression when they are doing all they can to meet the needs of all of our students. As a Trust and as a school, it is our duty to ensure there are safeguards in place so that all staff feel protected and supported.

The school expects parents and carers to:

- Understand that parents and teachers need to work together for the benefit of our children
- Demonstrate in their own behaviour that **all** members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour, especially in front of children
- Understand that even if there is disagreement, parents must remain calm and respectful and be mindful that we are all working together for the child's best interests, with the resources that we have
- Contact the SENDCO Mrs Davey if you believe your child has a special educational need and they will listen and share next steps. As a specialist, the SENDCO will hold knowledge of your child and the appropriate processes and resources available. Please follow this link to the SEN Policy:
<https://www.scalby.coostandvale.academy/seecmsfile/?id=6624>

- Understand that, in the event of a behaviour incident, for example, the 'full picture' is known by the school but that details cannot always be shared with parents or carers, in order to safeguard other children. Parents and carers are asked to be mindful of making assumptions about incidents before having a conversation with the school team.
- Communicate with school staff calmly to inform them of any issue and allow them sufficient time to investigate and then resolve issues according to school policy: www.scalby.coastandvale.academy/seecmsfile/?id=6643
- Understand that the school will make education-based decisions, such as class moves, based on information that takes into account their knowledge of *all* children
- Support the school by reinforcing their child's positive behaviours and correcting them when necessary

The following behaviours will not be tolerated:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, office or other area of school grounds
- Using loud, offensive or discriminatory/derogatory language
- Threatening to or carrying out actual bodily harm to any member of the school community
- Damaging or destroying school property
- Sending abusive or threatening emails, text/voicemail/phone messages or other written communication. This includes issues which consume unreasonable amount of staff time or are vexatious. Complaints and Concerns Policy: <https://www.coastandvale.academy/seecmsfile/?id=1157>
- Posting defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff at the school on Facebook or other social media sites
- Using physical aggression towards another adult or a child. This includes your own child.
- Smoking, vaping or consuming alcohol or drugs whilst on school property
- Bringing dogs on to school premises (unless it is an assistance dog)

If any parent behaves in a way which contradicts this code of conduct, we will address the problem at the earliest opportunity and aim to resolve the issue.

Persistent concerns or serious breaches may result in banning the offending adult from entering school grounds and may lead to prosecution. This is something we never want to do but the welfare and safety of children and adults on our school site is paramount.

Inappropriate use of Social Network Sites

- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parent/staff at the school **must not** be aired on any social media platforms
- Any concerns you may have about the school must be made through the appropriate channels
Complaints and Concerns Policy: <https://www.coastandvale.academy/seecmsfile/?id=1157>
- If any pupil or parent/carer of a child/ren being educated at Scalby school is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network 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/carer or pupil removes such comments/ material immediately. Libellous or defamatory comments will be reported to the police and any relevant safeguarding bodies. The school and/or Trust will also instigate legal action if appropriate
- Cyber bullying and the use of social media by one child or a parent to publicly humiliate another member of the school community is failing to follow our Anti-Bullying Policy. This is not tolerated and will be dealt with at the highest level
- We would expect that parents would make all persons responsible for collecting children aware of this Code of Conduct

Photographs, Videos and Images

- No electronic equipment should be used whilst in school. This includes mobile phones, cameras and iPad. In conversations or meetings, voice recordings, videos or photographs must never be made or taken.
- Images, videos or voice recordings taken of staff by parents/carers or students must NEVER be shared or posted on social networking sites

For further information refer to our behaviour policy

School Security

- Adults on site must sign in and wear a visible visitor's badge. Those without an enhanced DBS will be supervised at all times

Dress and Appearance

- We expect all adults accessing our site to dress appropriately at all times.

The Essentials:

- Your child must attend school, arrive on time and be picked up promptly (if appropriate). Let us know if your child will be late. If you believe your child is too ill to attend, report their absence as soon as possible. If your normal pick-up arrangements change, let us know.
- Complete all consent, contact and medical forms and inform us straight away if anything changes
- Make sure your child wears the correct school uniform as outlined in the Uniform and Appearance Policy
- If you have a concern and wish to make a formal complaint, please ensure that you correctly follow the school's policies and complaint procedures. Before doing so, you may wish to consider that all school policies have been agreed by Governors.

How Parents/Carers can support the school

We value your support and believe that we are stronger, as a school community, when we work together. Below are ways that you can support the school.

Safeguarding	This is the most important aspect of our school. In order to support school, please read the Safeguarding newsletters and information we send out.
Communication	<p>Use the 'Contact Us' section on the school website to find the contact details you require. We understand that sometimes there is an issue that requires quick access to support, therefore we aim to respond to all emails within 24 hours of sending.</p> <p>We really value your contact with the school and the polite manner in which you communicate with our staff, either via telephone or email.</p>
Attendance	Support the school by sending your child, unless they are genuinely ill. We are not in a position to provide remote learning unless there are particular circumstances that require it.
Learning	At home, ensure you promote the value of learning. Access curriculum information on our website and endeavour to promote the learning opportunities at school.
Supporting Success evenings	These evenings are designed to provide an insight into how your child learns and how you can support them at home. It is important that you engage with these events to support your child at home.
School Newsletter	Please read the newsletter to gain a better understanding of events happening in school, key dates and updates on school improvement.
Social Media	Follow the school on FaceBook and add engage positively to support the school
Parent Consultation Evenings	These are online events that are designed to give you access to you child's teachers. It is important that you attend these events, in order to gain a better understanding of your child's academic progress.
Parent Surveys	We value your feedback and use it to inform our ongoing quality assurance of the school. Please complete the Parent Surveys when they are sent out.

Meeting to Discuss a Breach of the Parent & Carer Code of Conduct

Date:

Parent name:

Parent of:

Present at the meeting:

Summary of concern or breach:

Outcome:

Agreed next steps:

✓

Signature of Parent: _____

Signature of Head / Designated Safeguarding Lead: _____

Ensure the parent has received a copy of the Parent/Carer Code of Conduct before the meeting to discuss their breach. It can be referred to during the meeting and any questions or further clarification surrounding your stated expectations can be discussed in further detail