MK Sapphire Federation

Parent Code of Conduct

We are very fortunate to have a supportive and friendly parent body. Our parents recognise that educating children is a process that involves partnership between parents, class teachers and the school community. As a partnership, our parents/carers will understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our schools.

1. Purpose and scope

At the MK Sapphire Federation, we believe it's important to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, staff and parents
- Model appropriate behaviour for our pupils at all times

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and pupils (through our behaviour policy).

This code of conduct aims to help the school work together with parents by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)
- Anyone representing the parent of a child

2. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our schools
- Work together with staff in the best interests of our pupils
- Maintain reasonable expectations for staff response to general communications (five working days)
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful and reasonable solution to all issues
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern, following up if an appropriate response has not been received.

3. Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)

- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Threatening to do actual bodily harm to a member of school staff, governor, visitor, fellow parent or pupil, regardless of whether or not the behaviour constitutes a criminal offence
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Damaging or destroying school property
- Abusive or threatening emails or text/voicemail/phone messages or other written communication
- Unreasonable demands upon school staff to respond to a parental query, or expectations for staff to communicate outside of normal working hours
- Electronic recordings of meetings or telephone calls by parents, carers or staff without the explicit prior permission of all involved, and in agreement with senior managers
- Making serial and unreasonable complaints (please see Complaints Policy)
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking/vaping or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than guide dogs)

Should any of the above behaviour occur on school premises, the school may take any of the following actions:

- Ending a meeting if this behaviour is displayed
- Not replying to communications that are offensive, abusive or derogatory
- Insist that the adult communicates with the school through one member of staff only
- Contact the appropriate authorities
- Consider banning the offending adult from entering the school grounds
- Suggesting alternative pick up/drop off arrangements.

4. Breaching the code of conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent/carer
- Limit contact by allocating one key staff member to communicate with
- Invite the parent/carer into school to meet with a senior member of staff or the Executive Headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from our legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the Executive Headteacher.

The Executive Headteacher will consult the Chair of Governors before banning a parent from the school site.

Inappropriate use of social media

The Governors recognise that social media and online platforms can provide useful ways for parents and members of the school community to communicate. However, the use of social media, messaging platforms or other online forums to publicise, campaign about, or pursue complaints or allegations concerning the school, its Governors, Headteacher, staff, pupils or other members of the school community is considered unacceptable where such use is inappropriate, harmful, threatening, abusive, defamatory or likely to undermine the wellbeing, privacy or reputation of individuals or the wider school community.

Parents and carers are asked not to use social media or other online platforms to name, identify, criticise, target or make allegations about individual members of staff, pupils, parents or Governors, or to encourage others to do so.

Any concerns, complaints or grievances relating to the school should be raised through the appropriate school channels and with the appropriate member of staff, in accordance with the school's complaints procedure and other relevant policies. This enables concerns to be considered fairly, appropriately and effectively, and gives all those involved an opportunity to respond.

The school will take appropriate action where online behaviour towards members of the school community is considered to be unacceptable or contrary to this Code of Conduct. This may include requesting that content is removed, restricting or withdrawing access to school premises or facilities where appropriate, and/or taking other action in accordance with the school's policies and applicable procedures.

Nothing in this section is intended to prevent parents or carers from exercising their legitimate right to express views, raise concerns, make a complaint or seek advice through appropriate and lawful channels.