

St John & St James CE Primary School

Parent Code of Conduct 2024 – 2025

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Signature (FGB)		Signature (Head)	P Cuncarr

VISION & VALUES OF ST JOHN AND ST JAMES

Our vision is to create an inclusive community of aspirational learners, children, families and colleagues, working collaboratively and respectfully within a happy, nurturing environment where all flourish and achieve. Pupils are given extensive opportunities through an exciting and engaging curriculum, through which our Christian values are woven.

'I have come that they may have life, and have it to the full'.

John 10 verse 10

Introduction

At St John and St James, our school values are Community, Respect, Peace, Forgiveness, Thankfulness and Perseverance. These values extend to the whole school community, pupils, staff and families.

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 school.

1. Purpose and scope

At St John and St James, we believe it is important to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful and inclusive environment for students, staff and parents
- Model appropriate behaviour for our students 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 students (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 student
- 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 school
- Work together with staff in the best interests of our students
- 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 includes but is not limited to:

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

- Swearing, or using offensive or language or intimidating behaviour
- Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent or student, regardless of whether or not the behaviour constitutes a criminal offence
- Displaying a temper, or shouting at members of staff, students or other parents
- Damaging or destroying school property.
- Abusive or threatening e-mails 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
- The school does not permit electronic recordings of meetings or telephone calls by parents or staff without the explicit prior permission of all involved, and in agreement with senior managers
- Making serial and unreasonable complaints
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Use of physical punishment against your child while on school premises
- 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 or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)

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 preventing parents from accompanying children on school trips
- Consider banning the offending adult from entering the school grounds

We trust that parents will assist our school with the implementation of this policy, and we thank you for your continuing support of the school.

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
- Limit contact by allocating one key staff member to communicate with
- Invite the parent into school to meet with a senior member of staff or the Headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the local authority's legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Consider preventing parents from accompanying children on school trips
- 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 Headteacher.

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

5. WhatsApp Groups & Online Activity: Code of Conduct for Families

Class WhatsApp groups are a very useful and efficient way of communicating to the whole class. The aim of using WhatsApp is to send messages to an entire group, which are relevant to school.

The messages in the class WhatsApp groups come from parents in their personal capacity or are messages forwarded on behalf of the Friends Committee. The school does not post directly on any WhatsApp parent/carer groups. Or take responsibility for the content of these. However, should the school be made aware of a breach of the Code of Conduct, it will act proportionately.

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

Code of Conduct

Parents should adhere to the following guidelines when using WhatsApp groups and when using online platforms:

- The WhatsApp groups/online platforms should never be used as a platform to air views/grievances regarding a teacher, child or parent in the class or school
- The WhatsApp groups/online platforms are not political platforms for airing opinions on current affairs
- The WhatsApp groups/online platforms should be used keeping in mind mutual respect and cultural sensitivity between all its members

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- Work together with staff in the best interests of our pupils
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful solution to all issues
- 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

Please note, the school considers the following online activity inappropriate:

- Abusive or personal comments about staff, pupils or other parents or any member of the school's community
- Displays of anger including swearing, or using offensive language
- Bringing the school into disrepute
- Posting aggressive, defamatory or libellous comments
- Emails circulated or sent directly with abusive or personal comments about staff, pupils or any member of the school's community
- Using social media to publicly challenge school policies or discuss issues about individual children
- Threatening behaviour, such as verbally intimidating staff or other members of the school community, or using bad language

The school takes safeguarding responsibilities seriously and will deal with any reported incidents appropriately.

Raising Concerns

If you are concerned about inappropriate comments on a class WhatsApp group or on online platforms, in confidence, please contact our Senior Leadership Team by emailing the school: office@stjohnandjames.enfield.sch.uk

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

Appendix A

Inappropriate use of social media

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/students. The Governors at St John and St James consider the use of social media websites or apps being used in this way as unacceptable and not in the best interests of the students or the whole school community.

Any concerns you may have must be made through the appropriate channels by speaking to the appropriate member of staff, so they can be dealt with fairly, appropriately and effectively for all concerned.

‘Think before you post’

We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents or children.