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| Parent Code of Conduct |
| BENTLEY NEW VILLAGE PRIMARY SCHOOL |

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| HEADTEACHER: VICKY SIMMONS  2025- 2027 |

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**Parent Code of Conduct**

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| **PERSON RESPONSIBLE FOR POLICY:** | **Headteacher; Vicky Simmons** |
| **APPROVED: SLT** | **DATE: SEPTEMBER 2025** |
| **SIGNED:** | V. Simmons |
| **TO BE REVIEWED:** | **SEPTEMBER 2027** |

**OUR SCHOOL VISION**

Together, we will create a calm and welcoming learning environment and work together to secure success for all. We will strive to create a safe, caring, supportive and inclusive school.

Our school will equip its pupils with the skills that society and the local community demand and so we will value the skills and learning that children need in order to look after themselves, their families, their health, their mental well-being and their bodies. We will strive to teach the whole child and create life-long learners and pro-active citizens.

**ETHOS**

We believe that:

1. All children can learn. All staff and children are able to recognise the value of learning.
2. *All staff*, working at New Village, will have consistently high expectations of children’s learning potential, attitudes and behaviour and take corporate responsibility for ensuring these in, and around, school.
3. Learning takes place in *all areas* of our school and through the *entire*learning day - inside and outside of the classroom.
4. Children should be taught how to learn; learning how to be an outstanding learner.
5. Consistently challenging, dynamic, engaging and empowering teaching leads to outstanding learning, resulting in a school where *every* child’s potential is realised.
6. *All staff* will value *every child’s contribution* to the school and strive to create a learning environment that brings out the full potential in all.
7. Rigorous, continuous monitoring, thorough and informed evaluation and accurate analysis of *all the elements* of teaching, is essential in ensuring high-level teaching and learning.
8. Learning at New Village will produce and enhance a learning skills-set that will be lifelong; we will actively promote this for every child and for all staff.
9. New Village School will demonstrate its commitment to quality teaching and learning through its dedication to *continuous professional development* for all staff; recognising and exploiting all opportunities to enhance its workforce and the learning environment.
10. All children will be encouraged to develop as individuals.  Their creativity, talents, differences and uniqueness.

**OUR SCHOOL VALUES**

**Determination – Resilience – Tolerance – Cooperation – Creativity – Curiosity**

**CURRICULUM MANDATE**

Our New Village curriculum will offer equitable opportunities for all pupils to access a curriculum that is rich in knowledge, experiences, understanding and language that represent the best of humankind.  Whilst instilling in our learners a knowledge, understanding and appreciation of how to take responsibility for their physical and mental wellbeing.  Through the curriculum, children are exposed to diversity through celebrating, studying and appreciating differences and similarities.  We recognise the importance of language in school and throughout life and enrich the curriculum with opportunities to develop vocabulary, speak in different contexts, read quality texts and learn to be active listeners.  Our curriculum contributes effectively to building a self-regulating, self-motivated individual who consistently demonstrates the New Village key values when faced with challenge because we know ***what challenges us changes us***.

***In this document, ‘parent’ should be read as meaning any parent or carer, or any adult accompanying children onto and away from school premises.***

**Introduction**

At Bentley New Village Primary School, we are extremely fortunate to have a supportive and friendly parent body. Our parents recognise that educating children effectively is a process that involves partnership between parents, staff and the wider school community.

As partners, our parents 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.

The purpose of this document is to provide a reminder to all parents and visitors to our school about the expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding.

**General**

As well as following the guidance set out in our Home-School Agreement, we expect parents, carers and visitors to:

* Respect and model the caring ethos of our school whenever on school premises or when communicating directly with the school.
* Understand that school staff and parents need to work together for the benefit of all
* Demonstrate that all members of the school community should be treated with tolerance and respect and therefore set a good example in their own speech, conduct and behaviour.
* 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 own child’s behaviour especially in public where it could otherwise lead to conflict, aggressive or unsafe behaviour.
* Approach the right member of school staff to help resolve any issues or concern. There are clear guidelines about which staff member to contact about specific issues which are available on our website

In order to support a peaceful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following:

* Disturbing school staff and trying to speak to them whilst they are supervising children
* Attempts to gain entry to any part of the school in disregard of procedure or without permission and appropriate supervision
* 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 including the playgrounds.
* Using loud/or offensive language, swearing, cursing, using profane language or displaying temper.
* Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence.
* Damaging or destroying school property.
* Abusive, persistent or threatening e-mails or text/voicemail/phone messages or other written communication
* Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parent/staff, at the school on Facebook or other social sites (see additional advice regarding Social Media).
* The use of physical aggression towards another adult or child. This includes physical punishment against your own child on school premises.
* Approaching someone else’s child in order 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 and consumption of alcohol or other drugs whilst on school property.

This list is not intended to be exhaustive.

Should any of the above behaviour occur on school premises the school may feel it is necessary to contact the appropriate authorities and if necessary, even ban the offending adult from entering the school grounds.

**The school’s right to withdraw permission to be on school premises**

In law, school premises are private property and parents are granted ‘implied permission’ to be on the premises for the purpose of dropping off and picking up their children, and to attend school events and scheduled appointments. However, in cases of abuse, threats, nuisance or disturbance schools have the right to ban the offending person(s) from being on school premises, and if necessary can call the police to assist in removing the person(s) concerned.

Refer to relevant law: **Persons Causing Nuisance / Disturbance on School Premises - Section 547 of the Education Act 1996**

The school reserves the right to go straight to a ban from the school premises where the circumstances are sufficiently serious in the school’s view.

The school is not responsible for organising arrangements for children in the case of a parental ban, and parents affected would need to provide alternative arrangements for dropping off and picking up children at the school.

If a parent receives a ban from school premises, they can exercise their right of appeal by writing to the Chair of the Local Governing Body within ten days of the ban being imposed.

**Social Media**

Social media websites are being used increasingly to fuel campaigns and complaints against schools or to share inappropriate information, e.g. naming children involved in incidences, sharing confidential information regarding an aspect of school life, making allegations or accusations or sharing false news. Bentley New Village Primary School considers the use of social media websites or Apps in this way as 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 by speaking to the class teacher, the leadership team or the Headteacher, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil or parent/carer of a child/ren being educated at Bentley New Village Primary is found to be posting libelous or defamatory comments on Facebook or other social network sites or apps, 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 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 network entry. We will take and deal with this as a serious incident of school bullying. Thankfully such incidents are extremely rare. We would expect that parents would make all persons responsible for collecting children aware of this policy.

**Communication including emails and Class Dojo**

Parents are kindly asked to be mindful of school staff working hours, which are Monday to Friday, 8:00 am to 5:00 pm, when sending emails or messages via Class Dojo. While staff regularly monitor Class Dojo throughout the school day, immediate responses cannot be guaranteed as their primary focus is on teaching and supporting pupils. Any inappropriate use of communication platforms will be reported to the relevant line manager and addressed in accordance with school policies.

For more detailed guidance, please refer to the Class Dojo Usage Policy.

**Complaints**

Any concerns you may have about the school must be made through the appropriate channels by speaking to the class teacher, the Head teacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

Any complaints about the operation of this policy should be made at first to the Head Teacher. If not satisfied, the complainant may take his/her complaint to the governing body via the Clerk to the Governing Body. The governors’ decision will be final.

**What Happens in the Event of Unacceptable Behaviour?**

Where a parent or visitor displays unacceptable behaviour as detailed above, the School will take proportionate action. In the event that the behaviour may present a safeguarding risk, the school's safeguarding policy will be followed.

For individuals who are parents the following procedure will be carried out by a member of the school’s senior leadership team. This may include an investigation. The Headteacher should seek advice from a member of the Governing Body.

STEP 1. - Initial Communication: For lower-level behaviours the individual will be communicated with privately to let them know that their behaviour is unacceptable. They will be referred to this guidance and reminded that any further instances will require further action. A note should be taken of any conversation or correspondence of this nature.

STEP 2. - Formal Letter: If a private communication has already taken place and has not achieved the desired effect, or the behaviour is considered at a level where that step is not appropriate, then a formal letter will be sent from the Headteacher. This could include the information that the 'implied permission' will be withdrawn. This could include no longer being permitted to attend assemblies or other key events within the school calendar.

STEP 3. – Final Letter: If, following a formal letter, the behaviour recurs, a final letter will be sent from the Headteacher. This will outline either

a) A Final warning letter, repeating expectations and clarifying concerns.

b) Withdrawing 'implied permission' for an extended period of time. If possible, parents will be informed that they are banned from entering or being on the school's premises immediately or soon after the incident. Details will be given as to how and by when they will be invited to formally present their side. After the individual’s side has been heard, the school will decide whether to continue with barring them. The decision will be reviewed within a reasonable time, decided by the school.

If at any point conduct is sufficiently serious to warrant immediate withdrawal of permission to access the premises, Step 3b will be actioned and the police may be contacted to support.

STEP 4. – Police Involvement: If following a decision to exclude or ban a person from school has occurred but that person persists in entering the grounds or building, they will be removed by the police as a trespasser under section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986. All parents, even if excluded, are not denied the right to access to school to seek appointment with staff or to remain informed about their child’s educational progress.

**Depending upon the circumstances of the individual incident, these procedures may be amended at the discretion of the Headteacher at any time.**

**We trust that parents and carers will assist our school with the implementation of this code of conduct and we thank you for your continuing support of the school.**

**Zero Tolerance Protocol**

We understand that people can become angry when they feel that matters about which they feel strongly about are not being dealt with as they wish.

If that anger escalates into aggression towards our staff, we consider that unacceptable.

We adopt a ‘zero tolerance’ approach to anti-social, abusive, aggressive or violent behaviour. Any person who is aggressive or abusive towards a member of staff or who damages the property may be reported to the police and be banned from school premises.

**Aggressive or abusive behaviour includes:**

• Language (whether verbal or written) that may cause staff to feel afraid, threatened, offended or abused and may include threats

• Personal verbal abuse

• Derogatory remarks and rudeness

• Remarks of a racial or discriminatory nature

• Unsubstantiated allegations

* Refusal to leave the premises