Mattishall Primary School

Code of Conduct and Communication Guidance for Parents and Carers

Purpose
This document sets out expectations for communication and behaviour to maintain a safe, respectful and supportive environment across all our schools, for all of our pupils, staff, parents / carers and our wider community.

This Code applies to:

- All parents, carers, anyone with legal responsibility for a child and our wider school community.
- Family members and visitors to school.
- All interactions with School and Trust staff, pupils, parents, carers and our school community.

Communication
We encourage communication between home and school. Children who make the most progress in school often do so because they know that their parents and carers support the school and value education.

Staff are committed to communicating in a professional and courteous way and have a right to be treated in a courteous and respectful manner. No member of staff should ever be abused or feel threatened at work.

Working with children is always our priority and we aim to respond to all emails within three days. For urgent messages, please telephone the school office.

On occasions parents and carers may have small concerns. These should be discussed, in the correct manner, as early as possible to avoid big issues developing.

If a parent / carer wishes to make a formal complaint, it must be submitted on the form, attached to the Complaints Policy. This is available on the School's Website. This is to ensure the proper process is followed and the desired resolution is clearly understood.

Our Expectations of Parents and Carers
We ask all parents and carers to:

- **Respect the ethos, vision and values** of Synergy Multi Academy Trust and the School
- **Work collaboratively** with staff for the benefit of pupils.
- **Communicate courteously**, avoiding aggressive or confrontational language.
- **Model positive behaviour** for children, both on and off school premises.
- **Follow school policies and procedures**, including for safeguarding and complaints.
- **Seek peaceful resolution** of concerns, through appropriate defined processes.
- **Never make false allegations or accusations** against members of staff or others.

Unacceptable Behaviour
The following behaviours will not be tolerated:

- Disruptive or aggressive behaviour on or near school premises or at school events.
- Verbal or written threats, abusive or offensive language.
- Harassment, bullying or intimidation of staff, pupils or other parents.
- Physical violence or damage to property.
- Discriminatory remarks or conduct.
- Excessive, vexatious or malicious complaints or communications.
- Posting defamatory or inappropriate comments about the Trust, schools, staff or pupils on social media. Schools do not respond to social media messages and posting online will not resolve any issues or concerns. The appropriate processes must always be followed.

- We have no concerns with genuine referrals to statutory bodies such as Ofsted. However, spurious referrals or the threat of referrals in order to influence an outcome or decision will not be considered reasonable.

Addressing Breaches

A written record will be kept of all breaches.

If this Code is breached, the following actions may be taken:

- In the case of rude or aggressive phone calls, staff will request that the caller communicates respectfully and will advise that they will end the call if this does not happen. If the unacceptable behaviour continues, the staff member will hang up.
- In the case of rude or aggressive behaviour on school premises, the perpetrator will be asked to leave the school site. Failure to do so will result in the police being called.
- Aggressive or abusive emails will not be responded to fully. In such cases we will respond with the following standard message:
  "The nature of this email is contrary to our Code of Conduct. You will not receive a full reply to this email, nor will we act upon its content unless a child is at risk of immediate harm. Please re-send an appropriate email, which we will be happy to act upon.

Follow up actions will be proportionate to the concerns and may include:

- Senior staff discussing concerns with the person failing to meet our expectations.
- Issuing a written warning, requesting that our expectations are adhered to in the future.
- Restricting access to, or imposing a ban on, entering the school premises.
- Restricting methods of communication. Eg requiring that communication is by email only.
- Involving external agencies and / or law enforcement.
- A request to consider moving your child to another school.