



Parent/Carer Code of Conduct Policy

OUR SCHOOL MISSION STATEMENT

P= personal

R= responsibility

I = in

D= delivering

E= excellence

OUR SCHOOL AIMS

- Ensuring our children feel safe and know how to be, and stay, healthy and keep safe.
- Ensuring our children know how to make positive contributions to their school and the wider community through experiencing real life opportunities and links with employers, experts and external agents which raise children's aspirations and increase the value and impact of their education.
- Ensuring our children understand the development of their own individual interpersonal skills which support them to be resilient and resourceful learners and are key to securing their future wellbeing and in supporting them for the rest of their lives.
- Ensuring our children enjoy school and achieve their full potential through having opportunities to learn about, understand and celebrate who they are and who others are and feel confident in their ever-informed perception of belonging and inclusion for everyone.

We are proud of the fact that we enjoy good relationships with the vast majority of parents and carers.

Parent/Carer Expectations of school

Parents can expect an open and mutually respectful relationship with school. They can be confident that, should a concern arise, it will be taken seriously, dealt with in a timely and courteous manner and in line with existing school policies. All correspondence to the school needs to be through the school office or on the school office email address which is office@holgateprimary.org

School expectations of parents and carers

Our whole school community has respect and kindness at its core. Everyone who is part of our school expects to be treated with courtesy and not to be subjected to:

- **The use of physical, verbal or psychological abuse**
- **The use of social media to cause intimidation or harm (see Appendix 1 on reverse)**
- **Unreasonable, unfair or disproportionate demands made upon the school or its staff**
- **Any other behaviour that is deemed unreasonable by the school leadership team or Governors**

Such actions are regarded as bullying and intimidation and in the event of any of these, the school will respond proactively to support their staff. In cases such as these, sanctions imposed may include restricted contact with school or a ban from the school premises for the offender. Please also refer to attached appendix regarding inappropriate use of social media platforms.

Complaints made against the school

All complaints about aspects of the school should be dealt with in the first place by contacting the school directly and through the following of the school complaints process which is detailed in the School Complaints Policy which can be found on the school website.

Appendix 1 – Inappropriate use of Social Networking Sites

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/pupils.

The Governors of our school consider the use of social media websites being used 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, so they can be dealt with fairly, appropriately and effectively for all concerned. If you believe further action is required, please refer to our Complaints Policy available on the school website.

In the event that any pupil or parent/carer of a child/ren being educated at our 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. Our school also expects that any parent/carer or pupil removes such comments immediately.

In serious cases the school will also consider legal options to deal with any such misuse of social networking and other sites.

Additionally, and perhaps more importantly, is the issue of cyberbullying and the use by one child or a parent with the intention to publicly humiliate another by inappropriate social network entry.

This will be dealt with this as a serious incident of school bullying and other services will be informed.

Governors at our school appreciate that such incidents are extremely rare and the vast majority of parents and carers communicate with staff in our school in an appropriate manner.

Date approved: Autumn 2023

Date of next Review: Autumn 2024

Signed:



Date: 04.10.2023