



Parent code of conduct

Overdale Junior School

2024

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1. Purpose and scope

At Overdale Junior School, 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
- Communicate at all times with respect, honesty and transparency.

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)

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 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
- Approach the right member of school staff in the right way in order to help resolve any issues of concern
- Work in partnership with the school to resolve issues of concern and/or any difficulties that your child may be having

3. Behaviour that will not be tolerated

Overdale Junior School is a professional establishment and as such, we seek to resolve all issues in a respectful, professional and timely way. In order to support our staff to be able to undertake their duties effectively, we expect that staff members will be treated with respect at all times. We do not tolerate the following behaviour towards members of our staff team:

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language
- Shouting at members of staff, pupils or other parents
- Behaving in a way which could be considered as being threatening towards a member of the school community
- Sending abusive messages to another member of the school community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms or messaging services
- 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
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than guide dogs)

Every child and member of our school community is of equal importance to us.

Our staff members wish to work in partnership with parents and carers in order to seek out the best possible course of action for all issues and difficulties faced. We ask that parents and carers be understanding towards the needs of other children and families as well as their own. **Whilst we aim to resolve all issues and difficulties in as timely manner as possible, our staff members will prioritise on a case by case basis.**

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
- 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 trust's 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 headteacher.

The headteacher will consult the chair of governors before banning a parent from the school site.

5. Expectations around communication

You may communicate with the school in a number of ways, some of which are suitable for informal communication and some of which are required for formal communication.	
Playground	<p>informal greetings and quick messages, for example, forgotten musical instruments or passing over of medical first aid slips.</p> <p>Adhoc – no timescale.</p>
Class dojo	<p>Informal information sharing, for example, the class teacher giving an overview of learning for the week or a reminder for an upcoming trip.</p> <p>A parent/carer may send a message to provide general information to the class teacher, for example, a child is wearing incorrect uniform.</p> <p>No response needed.</p>
Class dojo	<p>Non-urgent queries can be communicated here.</p> <p>You can expect a response within 5 working days.</p>
Request for meeting with the class teacher	<p>This would be the appropriate method of communication to schedule a formal meeting with a class teacher in order to discuss particular issues of concern.</p> <p>This meeting/ conversation can take place in person or over the phone.</p> <p>You can expect a response within 10 working days.</p>
Request for meeting with a member of SLT, including the SENDCO	<p>This would be the appropriate method of communication to schedule a meeting with a member of the school leadership team in order to escalate concerns in relation to Special Educational Needs if a particular matter has not been resolved in conjunction with the class teacher.</p> <p>This meeting/ conversation can take place in person or over the phone.</p> <p>You can expect a response within 10 working days.</p>
School office	<p>Formal information sharing, for example, an urgent piece of information that needs to be passed to the school/class teacher or a request to book in a meeting with a particular member of staff.</p> <p>This would be the appropriate method of communication to share things such as a change in pick up arrangement or providing medical information.</p>

Appendix 1: model letters

Initial warning letter from the headteacher

Dear [parent name],

I've received a report about your conduct on [time and date].

[Summary of incident, including location, and the effect on staff, pupils and other parents.]

If the incident is minor, add:

This behaviour is not in keeping with our parent code of conduct. [Please find a copy attached to this letter.]

If the incident is more serious, add:

As written in our parent code of conduct, we do not tolerate this kind of behaviour in our school. [Please find a copy attached to this letter.]

We believe that all staff, pupils and parents are entitled to a safe, respectful and inclusive environment, and that parents are as responsible for creating this environment as school staff.

Continue with:

Further breaches of the code of conduct may result in a ban from the school premises.

If you want to invite the parent in for a meeting, add:

I'd like to invite you in to school to discuss this incident, and how we can work together to prevent similar issues in the future.

Please contact the school office on [phone number] to book an appointment.

Yours sincerely,

Staff member

Model letter banning a parent from the school site

Dear [parent name],

I am writing to inform you that, after consultation with the chair of governors, I am banning you from the school site until [date].

You can also choose to ban a parent permanently. In that case, amend the sentence above.

Despite previous correspondence and conversations about your conduct, there have been further breaches of our parent code of conduct.

[Include details of the incidents, including dates, locations and effects on staff/pupils/other parents for every relevant incident.]

If you do not comply with the ban, I will arrange for you to be removed from the grounds and you may be prosecuted under Section 547 of the Education Act 1996.

If you would like to raise a complaint, you can do so using the school's complaints procedures, which are available on our website.

Yours sincerely,

Matt Evans