



# Trinity Church of England/Methodist Primary School

— BUCKSHAW VILLAGE —

Headteacher: Mrs Jill R Wright

✉ [head@trinitybuckshaw.lancs.sch.uk](mailto:head@trinitybuckshaw.lancs.sch.uk)

## **Parent, Carer and Visitor Code of Conduct Policy**

*Trinity is a Christian school with a caring environment in which each individual is valued as special and is encouraged to reach their full potential while enjoying life in all its fullness.*

### **Statement of principles**

At Trinity Church of England/Methodist Primary School we encourage close links with parents and the community. We believe that pupils benefit when the relationship between home and school is a positive one. The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of our school. The purpose of this policy is to provide a reminder to all parents and visitors to our school about expected conduct so that we can work together to ensure a safe and positive school environment for our children and also to explain the measures that will be taken if issues arise.

### **Respect and Concern for Others**

This guidance supports our Home-School Agreement. We expect parents and carers to show respect and concern for others by:

- supporting the respectful ethos of our school by setting a good example in their own speech and behaviour towards all members of the school community
- working together with teachers for the benefit of children. This includes approaching the school to resolve any issues of concern and to discuss and clarify specific events in order to bring about a positive solution
- reinforcing the school's policy on behaviour, correcting their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- following the school's policies on the use of mobile phones whilst on school premises
- respecting the learning environment appropriately
- parking with consideration and respect for others when delivering and collecting children from school

In order to support a peaceful and safe school environment, the school does not tolerate:

- disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- using loud and/or offensive language or displaying temper
- threatening harm or the use of physical aggression towards another adult or child. This includes approaching someone else's child in order to discuss or chastise them and physical punishment against your own child on school premises. (Some actions may constitute an assault with legal consequences.)
- damaging or destroying school property



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- abusive, threatening, malicious or inflammatory emails, phone or social network messages
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- smoking and consumption of alcohol or other drugs or accessing the school site whilst intoxicated
- Dogs being brought onto the school site, other than Guide Dogs

The above behaviours on school premises will be reported to the appropriate authorities and Governors may prohibit an offending adult from entering the school grounds to safeguard our school community.

We trust that parents, carers and visitors will fully support this Code of Conduct.

## **Aggressive Behaviour towards Staff**

On the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal and or physical abuse towards members of school staff or the wider school community.

Trinity Church of England/Methodist Primary School expect and require its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self defence.

We expect parents and other visitors to behave in a reasonable way towards all members of school staff. This policy outlines the steps that will be taken where behaviour is unacceptable. Types of behaviour that are considered serious and unacceptable and will not be tolerated may include:

- shouting at members of the school staff, either in person or over the telephone
- physically intimidating a member of staff, eg standing very close to them
- the use of aggressive hand gestures
- threatening behaviour
- shaking or holding a fist towards another person
- swearing at staff
- pushing
- hitting, eg slapping, punching and kicking
- spitting
- racist or sexist comments

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

**Unacceptable behaviour may result in the police being informed of the incident.**



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## Procedure to be followed

If a parent/carer behaves in an unacceptable way towards a member of the school community, a member of the School Leadership Team will seek to resolve the situation through discussion and mediation. Staff will not continue discussions when a parent/carer is behaving in an unacceptable manner, and this will politely be made clear to the parent/carer. If necessary, the school's complaints procedures should be followed.

Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence or abuse (including racism), legal advice will be sought by the Headteacher which may result in a ban from the school premises.

## Social Media Use by Parents and Carers

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/pupils. Trinity Church of England/Methodist Primary School considers 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, the Assistant Headteacher, the Deputy Headteacher, the Headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any parent/carer of a child/ren being educated at Trinity 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. The school will also expect that any parent/carer 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 any member of the school community to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying.

## Conclusion

The police may themselves take action where behaviour is unacceptable or there are serious breaches of our home-school agreement or health and safety legislation.

In implementing this policy, we will seek advice from our Local Authority legal advisers to ensure fairness and consistency.

Policy reviewed by C Corrigan  
Policy updated October 2024

Policy due for Review October 2027