



Parental Conduct Policy

Owner:	Sarah Mijatovich
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Ratified by:	Full Governing Body
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The aim of Claycots School is to be a high achieving school at the heart of the community where children and staff learn effectively and everyone is valued as an individual, treated fairly and with respect. This involves providing access and opportunities for all pupils without discrimination of any kind.

We aim to embed our school values in all that we do at Claycots. The Parental Behaviour policy has been written with these values in mind:

- Integrity
- Kindness
- Respect
- Curiosity

We recognise that the success of Claycots School is dependent on a strong partnership between all members of the school community and we welcome and encourage parents/carers to participate fully in the life of our school. This partnership must reflect our school values and be based on a polite, positive and respectful relationship. Any reference in this policy to a “parent”, includes any parent, guardian, carer or other individual with “parental responsibility” (as defined in the Children Act 1989) for a pupil of Claycots School.

Parental access

Normal permitted times on the premises are at drop-off in the morning (8:20 am to 8:45 am) and at pick up (3:00 pm to 3:30 pm). If a child is registered to attend an after-school club, these timings will extend to reflect the normal drop-off or collection times associated with these activities.

Parental Concerns

What parents can expect from the school

If parents have any queries or concerns, the Class Teacher is the person who should be contacted in the first instance. He or she may involve the Year Leader if the situation needs escalating. The best and quickest way to contact the Class Teacher is through the school’s enquiries@claycots.com email account. The account is monitored throughout the day and parents will receive an acknowledgement of their email along with the immediate actions the school will take. For many reasons, it is not always possible to speak to the Class Teacher at the beginning or end of the day, so sending an email will ensure that parents receive a fast and consistent response.

While most issues can be resolved at this point, the school recognises that some issues require being dealt with by the Senior Leadership Team. This team consist of the Head Teacher, Deputy Head Teachers and the Business Manager and the team works across both campuses. Depending on the nature of the issue, the Head Teacher may delegate authority to one of her team and they will be the person who will deal with the parent and seek to resolve the situation. The parent will be informed who will be dealing with their concern at the point of contact or as soon as practicably afterwards. In order to speak or meet with a member of the Leadership Team, it is necessary to make an appointment. This can be done through the enquiries@claycots.com email account or by telephoning the office team who will have access to their diaries.

While the school will make every effort to resolve an issue, there will be times when this is not possible. If the school believes that it has done everything possible to resolve a situation but the parent is still not happy, the parent will be referred to the school's Complaints Policy which is available on the school's website.

What the school expects from parents

Parental conduct

Parents are asked to communicate with each other and with other children, as well as all members of staff in a respectful and courteous manner; a manner in which they themselves would wish to be addressed.

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

- Conduct which undermines the safe and calm environment in school, either in the school office, classroom, around the school site, immediately outside the school or anywhere the school is being represented (sports and educational fixtures/ school journey/day trips etc.)
- Use of offensive language, such as swearing.
- Displaying an unacceptable amount of anger and aggression.
- Threatening physical violence to a member of the school community.
- Damaging school or personal property.
- Abusive telephone calls, emails, letters or other forms of written communication.
- Defamatory comments about school staff, stakeholders or other parents on social media sites.
- Racist or sexist comments including sexual innuendo
- Hate speech related to any of the Protected Characteristics set out in The Equality Act.
- The use of physical aggression towards another adult or child. This includes physical punishment of one's own child.
- Approaching someone else's child in order to 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)
- Entering the school premises without authorisation.
- Sarcastic or passive aggressive comments.
- Repeatedly raising trivial concerns about the same things or making excessive demands on school time by frequent, lengthy and complicated contact with staff
- Smoking, taking illegal drugs or the consumption of alcohol on school premises. (Alcohol may only be consumed during authorised events)

Any example of such behaviour shall, for the purposes of this policy, constitute a "Behavioural Incident". If any such incidents are reported by a parent to the school, but haven't been witnessed by a member of staff, evidence will be required to substantiate these claims.

The school has processes in place for dealing with Behavioural Incidents. Any Behavioural Incident will be reported to the Head, and the appropriate procedures will be followed. This may include verbal warnings, written warnings, limiting access to the school site or contact with the school via a communication plan and/or exclusion from



the school premises for a fixed period or permanently. Parents have the right of appeal in writing to the Chair of Governors within ten working (school) days of permission to enter the school premises being withdrawn.

At any stage, the school may report serious incidents of abusive and threatening behaviour to the Police. The school has a responsibility to ensure that any act of actual or threatened violence is referred to the Police immediately.

Inappropriate use of social media sites

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

The Senior Leadership Team & Governing Body of Claycots School consider the use of social media being used in this way as unacceptable and not in the best interests of the children or the whole school community.

In the event that any pupil or parent 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 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.

Persons Causing Nuisance / Disturbance on School Premises Section 547 of the Education Act 1996

School premises are private property and parents have been granted permission from the school to be on school premises. However, in case of abuse or threats to staff, pupils or other parents, school may ban parents from entering school.

It is also an offence under section 547 of the Education Act 1996 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned.

School is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school.