



## Federation Parent/Carer Code of Conduct ("How we speak to and treat each other")

HHJS and CIS are caring schools which aim to create a stimulating, learning environment, where every individual has the opportunity to be the best they can be.

Across the Federation we value our strong and positive relationships with parents and carers. It is a mutually supportive partnership that is essential in providing the best possible setting for the children and school community. For these reasons we welcome and encourage parents and carers to participate fully and positively in the life of our schools, and are keen for the relationship between home and school to be based on the principles of care, integrity, trust and mutual respect.

This Code of Conduct has been developed to further promote the relationship between the Federation and its community, so that we are all positively engaged and focused on the best interests of our children.

### Code of Conduct

As well as following the guidance set out in our Home School Agreement and holding the above principles in mind, parents/carers and visitors are reminded:

- To respect the caring ethos and values of the school.
- That both teachers and parents need to work together positively for the benefit of their children.
- That in the event of any incident, the school will need to speak with the appropriate children to clarify events, in order to bring about an appropriate solution.
- To support the children towards positive behaviour choices that avoid conflict, aggressive or unsafe behaviour – both on and off the school premises.
- That when incidents occur outside of school, dependent on the context and circumstances, other agencies (e.g. police) might be better placed to deal with the complaint or concern.

Our staff will always maintain a professional dialogue that respects the confidentiality of issues discussed. In turn, we expect the same respectful communication from parents/ carers and visitors.

When we speak to others, we will all:

- Be respectful at all times in our language and behaviour, even if we disagree with the other person.
- Use a positive statement rather than a negative one.
- Use a calm tone of voice at all times, so that others can follow our words without feeling threatened or uncomfortable.
- Avoid using sarcastic words or phrases.
- Avoid gossip and negativity as it can become a block to effective communication and collaboration.

If you have a complaint or issue to raise, use the 'I'd like to talk about' template (see Appendix 3)

Together we can create a positive and uplifting environment, not only for the children but also for all who work and visit our school. Thank you for your support with these expectations.

Zoe Brittain Alan Went (CIS and HHJS Headteachers)

*Reference:* Home School Agreement  
Child Protection Policy  
Social Media Policy  
Acceptable Use Policy

## Complaints Policy

### **APPENDIX 1: On school premises and through other communication channels**

To support a peaceful and safe school environment the school will not tolerate parents/carers or visitors exhibiting the following:

- Disruptive or inappropriate behaviour which interferes or threatens to interfere with any of the school's operations or activities, either on the school premises or at any other external school event
- Using loud or offensive language or displaying temper
- Threatening, in any way, a member of school staff, visitor, fellow parent/carer or pupil
- Damaging or destroying school property
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications to anyone within the school community
- Defamatory, offensive or derogatory comments regarding the school or its community on any social media sites or Apps (See Appendix 2)
- The use of physical or verbal aggression towards another adult or child. This includes physical punishment against your own child on school premises
- Approaching someone else's child in order to discuss or 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).
- Smoking, vaping (e-cigarettes), taking illegal drugs or the consumption of alcohol on school premises (alcohol may only be consumed during authorized events) or appearing under the influence of alcohol.

Should any of the above occur on school premises, the school may feel it is necessary to take action by issuing a warning highlighting the unacceptable behaviour, contacting the appropriate authorities and/or consider banning the offending individual(s) from entering the school premises. Any meeting on the school premises that is impacted on by an unacceptable behaviour will be stopped and maybe postponed to a later date with additional staff member(s) being required to participate or intervene.

### **APPENDIX 2: Inappropriate use of Social Media and Networking Sites**

Social Media and Networking websites have been used to promote campaigns and complaints against schools, and their communities.

We would ask that any concerns you may have are made through the appropriate channels- which could be through the class teacher, school office or leadership team, where they will be responded to appropriately and fairly.

In the event that any pupil or parent/carer of a child/children at HHJS or CIS is found to be posting libelous or defamatory comments on any social network sites, this will be reported to the appropriate 'report abuse' section of the network site. All social networking 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. We will also expect that any parent/carer or pupil removes such comments immediately.

We take very seriously any incidents of cyber bullying by children or adults and will respond accordingly to any attempt to publicly threaten or humiliate others by inappropriate use of social media and networks. The school will consider its legal options in regard to the above. The age appropriateness of the site or materials accessed might impact on whether the school is viewed as the best placed agency to investigate further.

### **APPENDIX 3: 'I'd like to talk about' template**

If you have an issue or complaint that you would like to discuss with a member of staff, please use the following template to capture your thoughts ahead of time. It really helps us understand the situation, and then discuss the best way to resolve.

- What do you need to talk about?
- What's been going on? Describe the issue (facts, events, dates/times)
- What is the impact of this on you / your child?
- What is the ideal outcome for you?

We understand and fully appreciate that your children are your most important concern and we are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. Where issues arise, please contact the school, in order to go through the issue and hopefully resolve it. Where issues remain unresolved, please follow the school's complaints procedure. This is available on the school website or a copy can be requested from the school office. We would also ask that parents make all persons responsible for collecting children aware of this policy.