



# **Meadowside Primary School**

## **Parent Code of Conduct**

**Written: April 2023**

**Next Review: April 2025**

## 1. Purpose and scope

At Meadowside Primary School, we believe it's important to:

- Work in our school family to support children's learning
- Model appropriate behaviour for our pupils at all times
- Allow pupils and staff to be aspirational, environmental, inspirational, opportunistic and understanding in a safe and respectful environment

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 policy on behaviour and culture).

When new families join our school community, they also sign a Home/School Agreement, which is a set of pledges outlining how we will work together in partnership, for the benefit of all children at Meadowside.

This code of conduct aims to help the school to further 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)

We always ask that you speak with the class teacher or teaching assistant in the first instance, if you have a question or concern about your child's day. Meadowside staff will then take the time to speak with the appropriate children and adults before being able to feed back to you.

If you then need to talk to another member of staff, for example the SENDCo or a member of our Leadership Team, please book this through the school office and a proforma will be provided for you to give brief details of your concern or question.

## 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 family with respect – setting a good example with speech and behaviour
- Seek a peaceful solution to all issues
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern (see below)

### **3. Behaviour that will not be tolerated**

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Threatening another member of the school family
- Sending abusive messages to another member of the school family, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its family, on social media platforms
- 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 (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)

### **4. Persistent/Vexatious/Unacceptable Complainants**

For the purpose of this policy, a persistent complainant is a parent or member of the public who complains about issues, either formally or informally, or frequently raises issues that the complainant considers to be within the remit of the school and whose behaviour is unreasonable.

Such behaviour may be characterised by:

- Actions which are persistent, obsessive, harassing, prolific, repetitious
- Prolific correspondence or excessive email or telephone contact about a concern or complaint
- Excessive and unreasonable use of Freedom of Information requests
- An insistence on pursuing unsubstantial complaints and/or unrealistic or unreasonable outcomes
- An insistence upon pursuing complaints in an unreasonable manner

- An insistence on only dealing with the Headteacher on all occasions irrespective of the issue and the level of delegation in the school to deal with such matters
- An insistence upon repeatedly pursuing a complaint when the outcome is not satisfactory to the complainant but cannot be changed; for example, if the desired outcome is beyond the remit of the school because it is unlawful

For the purpose of this policy, harassment is the unreasonable pursuit of such actions as in above, in such a way that they:

- Appear to be targeted over a significant period of time on one or more members of school staff and/or
- Cause ongoing distress to individual members of school staff and/or
- Have a significant adverse effect on the whole/parts of the school community and/or
- Are pursued in a manner which can be perceived as intimidating and oppressive by the recipient

For the purpose of this policy, a vexatious complainant is a parent or member of the public who contentiously raises a complaint, without grounds, in order to cause disruption.

## **5. 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 and possibly a school governor
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from Gloucestershire County Council 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.

### Concern/Complaints Triage

- 1) Speak to the class team directly in the first instance or contact the school office to set up a meeting with them
- 2) Your child's class team will investigate and provide you with feedback
- 3) If you are dissatisfied with the outcome, speak to a member of the Leadership Team\* on the gate, and/or contact the office for an appointment and complete the Raise a Concern proforma, with details of your concern.
  - \*Miss Thomas (Headteacher)
  - \*Mr Port (Deputy Head)
  - \*Mrs Whitlock (Inclusion Lead)
  - \*Mrs Rowntree (Senior Leader)
  - \*Miss Mellersh (Senior Leader)
- 4) Having met with a member of the Senior Leadership Team, if you are still unhappy with the response to your concern, please use the Complaints policy and email the Chair of Governors and Headteacher with your formal complaint. Please use the Formal Complaint proforma wherever possible.

## Raise a Concern form

Please complete and return to [admin@meadowsideprimary](mailto:admin@meadowsideprimary) or via the school office. A member of the leadership team will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name:

Your relationship to the pupil:

Telephone number:

What action, if any, have you already taken to try and resolve your concern?  
(Who did you speak to and what was the response)?

Please give details of your concern.

What actions do you feel might resolve the problem at this stage?

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

## Formal Complaint Form

Please complete this form and return it, via the school office [admin@meadowsideprimary.co.uk](mailto:admin@meadowsideprimary.co.uk) to the Head Teacher and Clerk to the governing body [kwilks@meadowsideprimary.co.uk](mailto:kwilks@meadowsideprimary.co.uk) , who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name:

Relationship with school (e.g. parent of a pupil on the school roll):

You child's name (if relevant to your complaint):

Telephone number:

e-mail address:

Please give concise details of your complaint, (including dates, names of witnesses etc...), to allow the matter to be fully investigated.:

Number of Additional pages attached =

What action, if any, have you already taken to try to resolve your complaint? (i.e. who have you spoken with or written to and what was the outcome?)

What actions do you feel might resolve the problem at this stage?

Signature:

Date:

School use:

Date Form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

Complaint referred to:			
Date:			



