THORPE LEA PRIMARY AND NURSERY SCHOOL

"A dedicated community working together, nurturing a safe happy school where all children can achieve their potential"

Code of Conduct for Parents, Carers, Visitors & Volunteers

THORPE LEA PRIMARY SCHOOL & NURSERY

CODE OF CONDUCT FOR PARENTS, CARERS, VOLUNTEERS AND VISITORS

Headteacher's Foreword

At Thorpe Lea Primary School and Nursery, we pride ourselves on being a caring, inclusive and welcoming community where children are encouraged to be happy, successful learners and responsible citizens.

The positive relationships between school and home are one of our greatest strengths. This Code of Conduct has been developed to ensure that all members of our community understand the standards of behaviour we expect and the shared responsibility we have in creating a safe, respectful and supportive environment for every child.

We are grateful for the ongoing support of our families, volunteers and visitors and look forward to continuing to work in partnership to provide the very best opportunities for all children at Thorpe Lea.

Mr A Collin
Headteacher

A. The Code of Conduct

1. At Thorpe Lea Primary School and Nursery, we are proud of our welcoming, inclusive and supportive school community. We firmly believe that children thrive when families and school work together in partnership. Staff, governors, parents, carers, volunteers and visitors all have an important role in creating a safe, happy and successful environment for every child.

2. We expect all members of our school community to respect our school values, demonstrate kindness and consideration towards others, care for our school environment and model positive behaviour both on school premises and when representing the school on visits and at events.

3. We ask all parents, carers, volunteers and visitors to support the safety of our children by following school guidance regarding parking, road safety and safe conduct at drop-off and collection times. Please note that any children using the climbing frames or other playground equipment after the end of the school day do so under the supervision of their parent/carer and at their own risk. School staff are not responsible for supervising children once they have been collected.

4. In the interests of safeguarding, mobile phones and other devices should not be used to photograph, record or film children or staff without prior permission from the school. Visitors and volunteers are expected to adhere to this guidance regarding the use of devices whilst on the school site.

5. As a school community, we recognise the importance of positive working relationships and respectful communication. Together, we help children to develop the knowledge, skills, values and attitudes needed to become successful learners and responsible citizens.

6. We continue to welcome and encourage parents and carers to participate fully in the life of our school and to work alongside us in supporting children's learning, wellbeing and personal development.

7. The purpose of this Code of Conduct is to provide clear expectations regarding the behaviour of parents, carers, volunteers and visitors connected to our school. This supports our work in developing respectful, responsible and inclusive attitudes in all members of our community.

8. We are committed to resolving concerns constructively through open and positive dialogue. We recognise that misunderstandings can sometimes occur and may lead to frustration. If you have any concerns, please contact your child's class teacher or a member of the Senior Leadership Team through the school office. We will always aim to work together to find a positive resolution. Where concerns remain unresolved, please follow the school's Complaints Procedure, which is available on the school website or from the school office. Please click here to access our school's *Communication Flowchart.*

9. This Code of Conduct aims to clarify the types of behaviour that will not be tolerated and seeks agreement to these expectations from all parents, carers, volunteers and visitors.

10. The Code of Conduct also sets out the actions the school may take where breaches occur.

11. Behaviour that will not be tolerated

- Disruptive behaviour that interferes with or threatens to interfere with any of the school's normal operations or activities anywhere on the school site.
- Any inappropriate behaviour that undermines the values of Thorpe Lea Primary School and Nursery, including respect, kindness, inclusion, responsibility and aspiration.
- Using loud, aggressive or offensive language or displaying threatening behaviour.
- Threatening, intimidating or harassing any member of staff, governor, volunteer, visitor, parent/carer or child.
- Recording meetings, conversations or interactions without the consent of those involved.
- Damaging or destroying school property.
- Sending abusive, aggressive or threatening emails, messages, letters or other communications, including through social media.
- Posting defamatory, offensive or derogatory comments regarding the school, its staff, governors, children or families on social media or other online platforms.
- The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of a child on school premises.
- Approaching, challenging or reprimanding another person's child regarding incidents involving children. Any concerns should be raised with school staff.
- Smoking, vaping, taking illegal drugs or consuming alcohol on school premises. Alcohol may only be consumed during authorised school events.
- Bringing dogs onto the school site without prior consent from the Senior Leadership Team, except assistance dogs.

Should any of the above occur on school premises or in connection with the school, Thorpe Lea Primary School and Nursery may take appropriate action, including contacting relevant authorities or restricting access to the school site.

Thank you for supporting this Code of Conduct. By working together with kindness, respect and understanding, we can ensure that Thorpe Lea Primary School and Nursery remains a safe, happy and inclusive environment where every child can flourish and achieve their full potential.

Parents and carers are responsible for ensuring that anyone collecting their child is aware of and adheres to this Code of Conduct.

B. Breaches of the Code of Conduct

In the event of a parent, carer, volunteer or visitor failing to comply with this Code of Conduct, proportionate action may be taken as follows:

1. Where behaviour may constitute a serious safeguarding concern or criminal offence, the matter will be reported to the Police and/or other appropriate agencies. This includes threats, acts of violence, harassment, intimidation or behaviour that places members of the school community at risk.

2. Where evidence suggests that behaviour may be defamatory, libellous or slanderous, the school may seek legal advice and pursue appropriate action.

3. Where the breach does not constitute a criminal offence or legal matter, the school may write formally to the individual concerned and invite them to attend a meeting to discuss the matter.

4. If the individual does not engage with this process, the school may write again requesting that the behaviour ceases and explaining the potential consequences should it continue.

5. If the behaviour persists, the school may impose restrictions on access to the school site and communicate the terms of those restrictions in writing.

Notes

1. In more serious cases, it may be necessary to impose restrictions immediately without progressing through all the stages outlined above.
2. Restrictions on access to the school site will normally be reviewed periodically and may be time limited in the first instance.

C. Use of Social Media

Most people use social media and online platforms to communicate, share information and stay connected.

At Thorpe Lea Primary School and Nursery, we ask all members of our community to use social media responsibly and respectfully.

'Think Before You Post'

We ask that social media, whether public or private, is not used to fuel campaigns or voice complaints against the school, members of staff, governors, families or children. We have established procedures for raising concerns and resolving issues.

We take the inappropriate use of social media to criticise, humiliate or target members of our school community very seriously.

If parents or carers have concerns regarding their child's education or wellbeing, they should:

1. Contact the class teacher in the first instance.

2. If the concern remains unresolved, contact a member of the Senior Leadership Team through the school office or arranging an appropriate time in person (e.g. whilst on the gate).

3. If the matter remains unresolved, follow the school's Complaints Procedure.

Social media should not be used as a means of airing grievances or complaints about the school or members of the school community.

Online activity that we consider inappropriate

- Posting photographs or videos of other people's children without consent.
- Making abusive, offensive or personal comments about staff, governors, children or families.
- Bringing the school into disrepute.
- Posting defamatory or libellous comments about the school.
- Circulating emails, messages or posts containing personal attacks on staff, governors, children or families.
- Using social media to publicly challenge school policies or discuss individual children, families or members of staff.
- Threatening, intimidating or abusive online behaviour.
- Breaching school online security procedures or sharing confidential information.

Safeguarding

Safeguarding is everyone's responsibility. Thorpe Lea Primary School and Nursery takes its safeguarding duties extremely seriously and will respond robustly and appropriately to any concerns relating to the safety and wellbeing of members of our school community, in accordance with school policies and statutory guidance.