



COLEG CYMUNEDOL
Y DDERWEN

Parent, Carer and Visitor Code of Conduct and Unacceptable Behaviour on School Premises Policy

Policy Written By:	Gareth Pope
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Governor Approval Date:	
Review Date:	September 2021

CCYD aspires to empower our community to be collaborative, resilient and reflective individuals who have the self-confidence to embrace challenge.

Introduction:

Governors and staff at CCYD are very fortunate to have a supportive and friendly parent community. Our parents and carers recognise that educating children is a process that involves partnership between parents and the school. We welcome and encourage parents and carers to participate fully in the life of our school and we will act to ensure it remains a safe place to learn and work. Behaviour that will cause harassment, alarm or distress is contrary to the aims of CCYD.

Purpose:

We expect all members of our school community to behave in a reasonable way, however, there may be occurrences when behaviour by parents, carers and visitors to the school may be considered unacceptable. This policy outlines the steps that will be taken in those rare circumstances.

Aim(s):

The aims of this policy are to ensure that all members of our school communities treat each other with respect and that all learners and adults should feel safe on the school site. The vast majority of our parents and carers are keen to work with us and are supportive of the school's work. If a parent or carer has concerns, we will always listen and seek to address them.

We trust that parents, carers and visitors to our school will assist us with the implementation of this policy and we thank you for your continuing support of the school.

Wider school aims/ethos:

Note: Could parents please ensure that they make all persons responsible for collecting their children aware of this policy

Consultation:

Staff, governing body

Procedures and practice:**PARENTS, CARERS AND VISITORS CODE OF CONDUCT**

We expect all parents, carers and visitors to:

- Respect the caring ethos and values of our school and cluster
- Understand that school staff, governors and parents/carers need to work together for the benefit of the children.
- Demonstrate that all members of the school community should be treated with respect.
- Approach the school courteously to help resolve any issues of concern by making an appointment to meet with the most appropriate member of staff or the member of staff's line manager.
- Remember how busy members of staff are during the school day.
- When you need to speak with a member of staff, make an appointment to do so at a time when they can give you your full attention.
- Staff will not be asked to leave a class to meet a parent, carer or visitor who has not made a prior appointment.
- Seek to clarify a child's version of events with the school's view to bring about a peaceful solution to any issue.
- Correct their own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Reinforce the school policy on behaviour including the school's Anti Bullying policy and Dignity at work policy. The school will also consider its safeguarding protocols should the behavior of a parent, carer or visitor raise concerns.
- Approach the school to help resolve any issues of concern.
- Avoid using staff as threats to influence children's behavior

- Respect the school environment; using correct pedestrian footways into school, driving carefully and considerately within permitted areas, following any instructions issues by school staff.

TYPES OF UNACCEPTABLE BEHAVIOUR

In order to support a peaceful and safe school environment the school will not accept the following behaviours exhibited by parents, carers and visitors;

- Disruptive behaviour or disorderly conduct which interferes or threatens to interfere with the operation of a classroom, office or any other area of the school grounds and playing fields including team matches. The school will support any decision made by a referee to sanction a parent including the abandonment of a fixture.
- Using loud/or offensive language, shouting, swearing, cursing, using profane language, attempting to physically intimidate, use of aggressive hand gestures or displaying temper.
- Threatening to harm a member of school staff, visitor, fellow parent/carer or learner regardless of whether the behaviour constitutes a criminal offence.
- Damaging or destroying school property.
- Sending abusive, vexatious or threatening e-mails or text/voicemail/phone messages or other written communications.
- Dictating behavior to staff about how their professional duties will be discharged.
- Speaking to any member of staff at the school in a manner that is aggressive, demanding or intimidating including invading their personal space.
- Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent/carer or learner regardless of whether that behavior constitutes a criminal offence.
- Defamation of the school or staff character on Facebook or other social networking sites.
- Please note that any concerns you may have about the school must be made through the appropriate channels, so they can be dealt with fairly, appropriately and effectively for all concerned using the appropriate complaints procedure. You should ask for a copy of school's Complaint policy and follow the steps identified in making a formal complaint.
- The use of physical aggression towards another adult or child. This includes physical punishment against your own child on school premises.
- Approaching someone else's child to discuss or chastise them because of their actions towards your own children. (such an approach to a child may be seen as an assault on that child and may have legal consequences);
- The wearing of clothing that may include offensive language and/or images;
- Making Racist, homophobic, transphobic or sexist comments, such comments may constitute a criminal offence.
- Smoking (tobacco or e-cigarettes) and consumption of alcohol or illegal drugs on school premises.
- Dogs being brought on to school premises except for assistance dogs.

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

If the conduct of parents, carers or visitors on school premises is deemed to be offensive, threatening, aggressive or causes any form of distress, they will be asked to leave the school premises and must leave at once. If this behavior is demonstrated via telephone then following a warning and advice that the call will be terminated, the call will be terminated.

Should any of the above behaviours occur on school premises the school may feel it necessary to contact the appropriate authorities including the police or social services and if necessary restrict the access of the individual concerned to the school or even ban the offending adult from entering the school grounds and/or put in place a communication strategy to restrict the

way communications take place with the school. The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to abuse this could include a lock down of the school and the immediate request for the police to attend the school.

Appeal

Any parent who is asked to leave the school premises will have the right of appeal to the decision by writing to the chair of Governors within ten days of permission to enter the school premises being withdrawn.

Appendix 1

Inappropriate use of Social Networking Sites

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

The school seeks to teach learners the importance of appropriate and responsible use of social media and it is therefore vital that everyone in the school community, including parents and carers lead by example.

The Governors of our schools 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. Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, 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 learner or parent/carer of a child/ren being educated at our school 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. Learners who undertake such activities will be dealt with via the school's Behavior Policy. Our school also expects that any parent/carer or learner removes such comments immediately.

Parents/carers making such comments will also be invited into school to discuss the implications of posting slanderous comments.

In serious cases the school will also consider legal options to deal with any such misuse of social networking and other sites.

Additionally, and perhaps more importantly, is the issue of cyberbullying and the use by one child or a parent with the intention to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of bullying. Thankfully such incidents are extremely rare.

STEPS TO BE TAKEN IF AN INCIDENT OCCURS

STEP 1 – Abusive behavior on site: VERBAL WARNING

The headteacher (or member of SLT) will speak to the person or persons perpetrating such an incident, privately. It will be put to them that such behaviour is unacceptable and an assurance will be sought that such an incident will not be repeated. It will be stressed on this occasion that repetition of such an incident will result in further more serious action being taken. A note of warning will be added to the SIMS learner front page.

STEP 1 – Abusive behavior via the telephone: VERBAL WARNING

The member of staff undertaking the conversation over the telephone will remind the person perpetrating any inappropriate or abusive language that the tone and the language used must be appropriate and that it is considered harmful. If the person perpetrating such use of inappropriate or abusive language continues the member of staff will inform them that they will hang up at the next use of inappropriate or abusive language. If the behavior continues

then the member of staff will inform the perpetrator that they will be hanging up and a written warning will be sent. A note of warning will be added to the SIMS learner front page.

STEP 2: WRITTEN WARNING

A letter will be sent to the adult(s) informing them that this conduct is unacceptable. A copy of this letter will be added to SIMS and a note of warning will be added to the SIMS learner front page.

NB: Any incidents of violent conduct would immediately proceed to step 5. At any stage, the school may report serious incidents of abusive and threatening behaviour to the Local Authority or South Wales Police. The school has a statutory responsibility to report any racist or discriminatory incidents to the Local Authority. Any act of actual or threatened violence will be referred to the police immediately.

STEP 3: FINAL WRITTEN WARNING

If after STEP 2, further incidents occur involving the same person or persons, another letter will be sent to the adult(s) giving a final warning that this abusive and threatening behaviour is unacceptable, and that a repetition of this conduct will leave no option but to take further action. A copy of this letter will be added to SIMS and a note of warning will be added to the SIMS learner front page

STEP 4: EXCLUSION FROM SCHOOL PREMISES

If further incidents occur or if an initial incident is considered serious enough, the school would enforce an exclusion from school premises. This step will also involve the school contacting South Wales and completing an ASBO referral. Details of the exclusion will be added to SIMS and a note of warning will be added to the SIMS learner front page

STEP 5: REMOVAL BY POLICE

If, following a decision to exclude a person from the school premises, that person persists in entering school premises, they may be removed by the police as a trespasser under Section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986.

All parents, even if excluded from school premises, are not excluded from the rights to access to school and have a right to seek an appointment to speak to school staff about their child's educational progress.

Details of the removal will be added to SIMS and a note of warning will be added to the SIMS learner front page.



STEP 2 LETTER

Dear

It has been reported to me that you have demonstrated behavior that is not in line with the school's Parent, Carer and Visitor Code of Conduct and Unacceptable Behaviour on School Premises Policy on [date].

On this occasion, your behaviour has upset members of our staff team and learners who were present.

or

On this occasion, your use of inappropriate and abusive language has upset one of our staff team.

If you are unhappy about any aspect of your child's education then we can arrange to have a meeting at an appropriate time and place.

This letter serves as a written warning, in accordance with our Parent, Carer and Visitor Code of Conduct and Unacceptable Behaviour on School Premises Policy. I must inform you that any repetition of such behaviour could lead to an immediate withdrawal of permission for you to enter the school premises.

A copy of this letter will be added to your child's record and a note of warning will be added to the SIMS learner front page.

Should you wish to discuss the content of this letter, please make an appointment to see me via the school reception.

Yours sincerely

Deputy Headteacher



STEP 3 LETTER

Dear

Further to the STEP 2 letter you have received I have received a further report of unacceptable conduct on (date).

(Provide a brief summary of the incident and its effect on staff and learners)

I must inform you that we will not tolerate conduct of this nature and will act to defend school staff and learners from further incidents.

If you are unhappy about any aspect of your child's education then you can arrange to have a meeting at an appropriate time and place.

This letter serves as a final written warning, in accordance with our Visitor Code of Conduct and Unacceptable Behaviour on School Premises Policy. I must inform you that any repetition of such behaviour will lead to an immediate withdrawal of permission for you to enter the school premises.

A copy of this letter will be added to your child's record and a note of warning will be added to the SIMS learner front page.

Should you wish to discuss the content of this letter, please make an appointment to see me via the school reception.

Yours sincerely

Deputy Headteacher



STEP 4 LETTER

Dear

Further to the STEP 3 letter you have received, I have received a further report of unacceptable conduct on (date).

[Provide a brief summary of the incident and its effect on staff and learners]

I must inform you that we will not tolerate conduct of this nature and will act to defend school staff and learners. I am therefore instructing you that until I have reviewed this incident, you are not to enter the school premises.

If you do not comply with this instruction, I shall arrange for you to be removed from the premises. If you cause a nuisance or disturbance on the premises you may be prosecuted under section 547 of the Education Act 1996.

Special arrangements can be made for you to meet with the headteacher, if necessary, but this may only be with the written permission of the Governors.

The withdrawal of permission for you to enter the school premises takes effect immediately and will be in place for [insert days] school days in the first instance.

I still need to decide whether it is appropriate to confirm this decision. Before I do, I wish to give you an opportunity to write to me with any comments or observations of your own in relation to the report that I have received. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct.

To enable me to take a decision on this matter, please send me any written comments you wish to make by (date 10 school days from date of letter). If, on receipt of your comments, I consider that my decision should be confirmed, you will be supplied with details of how to pursue a review of your case.

Yours sincerely

Headteacher



STEP 5 LETTER

Dear

On (date) I wrote to inform you that I had withdrawn permission for you to come onto the premises. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by (date).

I have not received a written response from you/I have received a letter from you dated (date), the contents of which I have carefully considered. In the circumstances, and after further consideration of the report, I have determined that the decision to withdraw permission for you to come onto school premises should be confirmed. I am therefore instructing that, until further notice, you are not to come onto the premises of the school without the prior knowledge and approval of the headteacher. If you do not comply with this instruction I shall arrange for you to be removed from the premises of the school. If you cause a nuisance or disturbance on the premises, you may be prosecuted under Section 547 of the Education Act 1996.

Even though we have taken this decision, the headteacher and staff at the school remain committed to the education of your child(ren), who must continue to attend school as normal.

This decision will be reviewed again (insert review date which should be a reasonable period and no longer than 6 months). When deciding whether it will be necessary to extend the withdrawal of permission to come onto the school premises, consideration will be given to the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you; and any evidence of your co-operation with the school in other respects.

If you wish to pursue the matter further, you have a right to follow the complaints policy where careful consideration will be given to the circumstances of the decision to withdraw permission for you to come on to the school site. You can make your complaint by writing to the Clerk to the Governors, via the school.

Yours sincerely

Headteacher

