

## HODGE HILL GIRLS' SCHOOL



### Parents Code of Conduct

At Hodge Hill Girls' School we are very fortunate to have a supportive and friendly parent body. Our parents recognise that educating children is a process that involves partnership between parents, staff and the school community. As a partnership, our parents will understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our school.

The purpose of this policy is to provide a reminder to all parents, carers and visitors to our school about the expected conduct. This enables our girls to continue to flourish, progress and achieve in an atmosphere of mutual understanding.

### Guidance

**As well as following the guidance set out in our Home-School Agreement and our Prospectus, we expect parents, carers and visitors to:**

- Respect the caring ethos of our school
- Understand that both teachers and parents need to work together for the benefit of their children.
- Demonstrate that **all** members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour.
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful and measured resolution to any issue.
- Correct own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Approach the school to help resolve any issues of concern.
- Avoid using staff as threats to admonish children's behaviour.

**In order to support a peaceful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following:**

- Repeated phone calls or visits demanding to see or speak to individuals without allowing time for the enquiry to be addressed - **\*Please note all telephone calls are recorded for training and monitoring purposes**
- Refusal to leave the school site

- Disruptive behaviour which interferes or threatens to interfere with the operation of any part of the school including reception, classrooms, an employee's office, office area or any other area of the school grounds including sports areas.
- Using loud/or offensive language, swearing, cursing, using profane language or displaying temper.
- Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying school property.
- Abusive or threatening e-mails or text/voicemail/phone messages or other written communications
- The publishing of defamatory, offensive or derogatory content (including comments or imagery) regarding the school or any of the pupils/parent/staff, at the school on any published media (including social media such as Facebook/Twitter/Youtube) or other social media/web sites or through e-mails or text/voicemail/phone messages or other written communication. (See Appendix 1). Any concerns you may have about the school must be made through the appropriate channels by speaking to the class teacher, the Head teacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.
- 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 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 and consumption of alcohol or other drugs whilst on school property.
- Dogs being brought on to school premises.

Should **any** of the above behaviour occur on school premises the school may feel it is necessary to contact the appropriate authorities and if necessary, even ban the offending adult from entering the school grounds.

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

**Agreed by Governors .....2014**

### Appendix 1

#### **Inappropriate use of Social Network Site**

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/pupils. The Governors of Hodge Hill Girls' School considers the use of social media websites 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 pupil or parent/carer of a child/ren being educated in Hodge Hill Girls' 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. This also applies to third parties, for instance individuals from the wider community. 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/carer 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. Thankfully such incidents are extremely rare.

We would expect that parents would make all persons responsible for collecting children aware of this policy.

### **HODGE HILL GIRLS SCHOOL**

#### **Procedure for Managing Enquiries or Concerns:**

- Call to Reception where you need to state daughters name, year and date of birth
- Call passed to relevant Pastoral Manager who will speak to you at the time or return your call if they are engaged in other work when you call.
- The Pastoral Manager will take relevant details and advise if appropriate at the time or investigate the issue further and then speak to you again or write to you within 10 working days
- Should any issue not be resolved in this way – your call will then be referred to the Deputy Head for Pupil Support if the issue is in regard to behaviour, social or emotional needs or to the Deputy Head for Curriculum and Assessment should the call relate to these areas. Again following your discussion and further investigation the Deputy Head will then speak to you again or write to you within 10 working days
- Should the issue not be resolved – your call will be referred to the Head Teacher who will again investigate and then speak to you again or write to you within 10 working days
- Following the Complaints Procedure, if you remain concerned, you should address your complaint in writing to the Chair of Governors in a sealed envelope at the school address.
- Please note anonymous complaints cannot be addressed effectively and would only be investigated in extreme circumstances. However, there would be no published outcome as there would be no complainant to reply to.
- All calls are recorded for monitoring and training purposes.