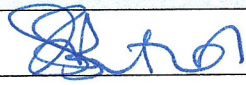




**Orchard
Primary**

Parent / Guardian / Visitor Conduct Policy

Approved by:	
Head Teacher	
Chair of Governors	Approval delegated to Head Teacher
Date Adopted	27 February 2020 (Zero Tolerance Policy)
Date Reviewed	Autumn Term 2023
Date of Next Review	Autumn Term 2025

Statement

Orchard Primary School is a welcoming, supportive and inclusive school in which every person is treated as an individual. We value our strong relationships with parents and carers and are aware of the importance of good working relationships which help us achieve the very best for the children.

We are committed to resolving any difficulties in a constructive manner, through an open and positive dialogue; however, we understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships. Where issues arise, or misconceptions take place, please contact your child's teacher or the Head Teacher, who will arrange to meet with you to discuss your concern. Where issues remain unresolved, please follow the school's complaint's procedures. This is available on our school website or a copy can be requested from the school office.

The purpose of this policy is to provide the expectations around the conduct of all parents, carers and visitors connected to our school. The policy also sets out the actions the school can take should this be ignored or where breaches occur.

Parents, carers and visitors are asked to kindly remember:

- To set a good example to children at all times, showing them how to get along with all members of the school community.
- That both teachers and parents need to work together for the benefit of their children.
- To approach school staff to help resolve an issue in a respectful way, using appropriate language and behaviour.
- That school will need to work with a child in order to clarify their version of events in order to bring about an appropriate solution to an issue.
- That supporting teachers when addressing the behaviour of their child in school is an important contribution to a respectful working relationship.

Behaviours which are not acceptable on school premises or towards school staff

- Swearing, shouting, loud intrusive conversation
- Offensive language, including derogatory, sexist, racist remarks
- Threats or threatening behaviour towards a member of staff, visitor, parent/carer or child.
- Intimidating behaviour – verbal or non-verbal
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child
- Offensive sexual gestures or remarks
- Malicious allegations relating to staff, other parents, governors or visitors
- Inciting hatred and hostility towards others

- Defamatory, offensive or derogatory comments regarding the school or any pupils, parents, staff at the school on Facebook or other social media sites
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications to anyone within the school community
- Damaging or destroying school property.

Dealing with Unacceptable Behaviour

If an individual displays or engages in concerning, threatening or abusive behaviours towards staff, pupils or other parents, school may seek to ban those individuals from entering school grounds or premises. Should parents/carers be banned, the responsibility to make alternative arrangements for bringing children to school is that of the parent/carer.

In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns may be referred to the Police. This will include any or all cases of threats or violence and actual violence to any child, staff or visitor in the school. This will also include anything that could be seen as a sign of harassment of any member of the school community, for example any form of insulting social media post or any form of social media cyber bullying. In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the school will refer the matter for further action.

Throughout the process a parent/carer can be reassured that their child's care and education will not be affected in any way.

In all cases the Head Teacher exercises the right to make a judgement as to which stage to implement based on the nature and severity of the incident.