



The Colleton Primary School

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Family and other visitors code of conduct

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1. Purpose and scope

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

- Work in partnership with families to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, staff, families and visitors
- Model appropriate behaviour for our pupils at all times

This policy reflects:

- Our core values of kindness, courage and responsibility
- Our desire to ensure that our children and staff are happy, valued and safe
- Our Colleton Code to be 'ready and curious, 'respectful and kind' 'safe and secure'

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 behaviour policy).

This code of conduct aims to help the school work together with families and other visitors by setting guidelines on appropriate behaviour.

We use the term 'families' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

We use the term 'other visitors' to refer to anyone else visiting our site who does not fall in the category of 'families'.

2. Our expectations of families and other visitors

We expect families 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 community with respect – setting a good example with the way we interact with one another through the way we speak, our behaviours and our body language.
- Seek a reasonable peaceful solution or compromise 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 appropriate member of school staff to help resolve any issues of concern
- Communicate with the school at the appropriate time, respecting that staff may have other commitments and may need to arrange a later time to discuss the matter

We value feedback therefore please speak to staff to raise any concerns using our open-door policy and follow our complaints policy, if necessary, which is published on our website.

3. Behaviour that will not be tolerated

- Posting or using defamatory, offensive or derogatory comments about the school, its staff or any member of its community, in person or on social media platforms
- Sending abusive messages to another member of the school community, including via text, email or social media
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Displaying a temper, raising their voice or using an inappropriate tone at members of staff, pupils, other families or visitors to our site
- Showing a lack of respect for professional judgement and/or training
- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language
- Discriminatory behaviour or language including sexual and/or racial harassment of staff
- Threatening another member of the school community
- Use of physical punishment against your child while on school premises
- 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)
- Bringing dogs onto the school premises (other than assistance dogs)

Appendix 1 will be displayed prominently across the school to remind families and other visitors of the core elements of this policy.

4. Breaching the code of conduct

If the school suspects, or becomes aware, that a family member or visitor has breached the code of conduct, the school will gather information from those involved and speak to or write to the family member/visitor about the incident.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the person concerned
- Invite the person concerned into school to meet with a senior member of staff or the Headteacher or the Chair of Governors
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the local authority's legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the person concerned 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 (or vice Chair if the Chair of Governors is unavailable and the matter is urgent) before banning an individual from the school site.



Appendix 1

'Growing and learning together to be kind, responsible and courageous'.

PLEASE TREAT OUR STAFF WITH RESPECT

We value and encourage close links with our families and community. We believe that our pupils benefit when the relationship between home and school is a positive one.

Almost all families and visitors to our school are respectful, polite and supportive of our school ethos and values. However, on rare occasions, the behaviour of a small number of families and visitors can fall short of our expectations. This behaviour includes:

- Physical intimidation
- Harassment including harassment with a sexual or racial element
- Use of offensive, discriminatory, foul or abusive language
- Allegations which turn out to be malicious or vexatious
- Physical abuse or violence
- Any kind of threat
- Raising of voice as to intimidate

This is not an exhaustive list. This conduct can be in person, on the telephone, by email or on social media.

Where individuals' behaviour falls short of our expectations, we will follow our family & visitors code of conduct and/or our serial & unreasonable complaints policies. This may include a ban from our site and/or a referral to the Police.

