



IMPROVING A SCHOOL COMMUNITY

West Melton's Parent Code of
Conduct Policy 2017

A POSITIVE START!

In September 2017 Ofsted acknowledged that:

- ◉ The **majority** of parents are **very happy** with the provision but a small group of parents voiced concerns about change, communication and welfare issues.
- ◉ However, inspectors found that senior leaders had **addressed individual issues appropriately**.
- ◉ The school environment is safe and secure for pupils and staff and the headteacher **takes parental concerns seriously**.
- ◉ **Home and school communication is very positive**. Transition takes place right through the year and induction meetings and taster sessions help smooth the settling-in period. **Home-school books provide a responsive dialogue between parents and staff**, while the homework ideas promote learning beyond the classroom.

BETTER COMMUNICATION

- ◉ Class Dojos - instantly message and show you your child's achievements.
- ◉ Parent and pupil meetings one per term and throughout the day - much better attended.
- ◉ 2 X Headteacher newsletters per term.
- ◉ Monthly special mentions assemblies
- ◉ 1 Class assembly each year.
- ◉ Presentation/work share celebration events with refreshments.
- ◉ Learning logs - to pass information on in if unavailable to attend school.
- ◉ Regular text message reminders about events.
- ◉ Parent workshops - super nanny, e-safety

SO WHY DO WE NEED A PARENT CODE OF CONDUCT POLICY?

- ◉ So that parents are clear about appropriate and acceptable systems of communication and all members of the community treat each other with respect.
- ◉ Unfortunately over recent months there has been an increase in the number of issues:
 - dojo system used to record complaints by parents.
 - staff spoken to aggressively and in a threatening way in front of the children.
 - Use of social media to complain about staff members without finding out what has happened.
 - Parents making demands after listening to their children when the situation has not been investigated fully.
 - Parents not making appointments to see teachers and taking their time away from the children's learning because of this.
 - Parents complaining that they feel threatened and intimidated by other parents.
 - Complaints being made without following the correct procedure.
 - mumblings/mutterings within the community about issues I have raised on letters-which sometimes get back to me through what the pupils -but nothing is then brought to my attention?

POSITIVE PARENTAL ENGAGEMENT

- Parents ARE very welcome to come in to school and speak to staff/SLT when appointments are made.
- We believe staff, parents and children are entitled to a safe and protective environment in which to learn and work. Behaviour that will cause harassment, alarm or distress to users of the premises is not, and will not be accepted.

THE PROCEDURES

Any adult found to be using inappropriate behaviour towards other adults or children will be dealt with using the following steps:

-An adult approaches another child

- ◉ The adult will be spoken to immediately and the issue investigated by a school leader. This will be reported to the Headteacher and recorded. The adult will receive a warning letter.

A parent approaches another parent.

- ◉ The parent should report this to a member of staff or a school leader. The offending parent will be spoken to as soon as possible after the incident and reminded that we have a zero tolerance of inappropriate behaviour. A letter will be given to the parent. This warns a parent that if it recurs they could be banned from the school site under section 547 of the Education Act 1996.

A parent approaches a member of staff

- ◉ This should be reported immediately to a member of the Senior Leadership Team. This will be investigated as soon as possible and the member of staff will be informed of the action taken. The parent/adult will be spoken to and given a warning letter. This warns a parent that if it recurs they could be banned from the school site under section 547 of the Education Act 1996.

-Recurring inappropriate behaviour

- ◉ If a parent continues to use inappropriate behaviour, they will be referred to the Policy for Parental Behaviour. This indicates how anti-social behaviour, when not corrected, can lead to interviews with the HT and Governors. This can then lead to a ban from the school site under section 547 of the Education Act 1996.

ANY QUESTIONS?

Together
MAY WE GIVE

our children

the roots

grow AND THE

wings

to fly

