



Code of Conduct for Parents, Carers and Visitors to St Mary & St Margaret's CE Primary School

THE SCHOOL PHILOSOPHY

At St Mary and St Margaret's School we aim to provide a happy, caring and secure Christian environment in which children can grow in confidence, develop their individual abilities and realise their full potential. We work hard to ensure this environment is friendly, welcoming, stimulating and safe.

We foster an atmosphere in which children develop fully and are given the opportunity to grow into well-balanced, independent, tolerant, valued individuals who believe that they can make a positive difference to the world in which they live.

Our School Vision

Helping each of us to be the best we can be by living 'life in all its fullness' (John 10:10)

Our vision is for all members of our school family to continually develop spiritually, morally, academically, emotionally and culturally so that they can be the best version of themselves possible: we want each child and adult to experience the 'life in all its fullness' that Jesus talks about in the book of John.

We believe that living life in all its fullness can be summed up by the following things that Jesus said:











"Love one another as I have loved you." John 15:12

"Let your light shine before others." Matthew 5:16

In other words, living life in all its fullness is all about following Jesus's example, sharing God's love with everyone and making a positive difference in the world around us.

Our school values are based on five key purposes. They are all important to us, but we believe that the life and teaching of Jesus show us that the most important of our values is **LOVE**. Christian love for all is central to everything we do.

OUR VALUES

 <p>Be the best I can be in... Growing as a child of God</p> <p><i>Growing more and more like God Being aware of God's presence in the world Finding my place in God's world Knowing and developing what I believe</i></p> <p>BELONGING INDIVIDUAL LIBERTY FAITH</p> <p><small>"See how much the Father has loved us! His love is so great that we are called God's children." 1 John 3:1</small></p> 	 <p>Be the best I can be by... Loving Learning</p> <p><i>Enjoying learning new things Showing enthusiasm Learning how to learn Setting goals Asking and attempting to find answers to questions Learning in and out of school</i></p> <p>CREATIVITY ENTHUSIASM TEAMWORK</p> <p><small>"My child, learn what I teach you and never forget what I tell you to do. Listen to what is wise and try to understand it." Proverbs 2:1-2</small></p> 
 <p>Be the best I can be through... Caring</p> <p><i>Caring about ourselves Caring about each other Caring about the school Caring about the community Caring about the nation Caring about the wider world Caring about God's creation Respecting differences</i></p> <p>LOVE EMPATHY MUTUAL RESPECT & TOLERANCE SHARING</p> <p><small>"Meanwhile these three remain: faith, hope, and love; and the greatest of these is love." 1 Corinthians 13:13</small></p> 	 <p>Be the best I can be in... Achieving</p> <p><i>Becoming the best readers, writers and mathematicians we can be Finding and developing our talents Building on our strengths and persevering when we struggle Celebrating our successes</i></p> <p>PERSEVERANCE ASPIRATION EXCELLENCE</p> <p><small>"I can do all things through him who strengthens me." Philippians 4:13</small></p> 
 <p>Be the best I can be through... Personal Development</p> <p><i>Learning how to solve tricky problems together Working with each other, even when we disagree Developing resilience and perseverance Knowing and believing in ourselves Learning to control our emotions</i></p> <p>FORGIVENESS DEMOCRACY & THE RULE OF LAW INDEPENDENCE CONFIDENCE</p> <p><small>"So then, encourage one another and build each other up" 1 Thessalonians 5:11</small></p> 	

AIMS

- 1) We aim to treat all children equally, but recognise that children do have individual needs and requirements. We ensure that children are listened to and their ideas and opinions valued and respected.
- 2) We expect children to treat each other with courtesy and respect and to value their beliefs and moral values.
- 3) We offer a broad, balanced and challenging programme of work, which is differentiated and relevant.
- 4) Creative arts and physical activities are high on our agenda. Pupils who are happy at school and engage in regular exercise and creativity are better able to learn and progress academically.
- 5) We expect the children to be punctual, to attend regularly and be hardworking, producing work that reflects their true ability.

- 6) We believe that education should be a partnership between home and school and we aim to develop good relationships with parents.
- 7) We encourage children to be aware of their responsibility in maintaining their environment at local, national and international levels and to represent the school positively in the community at large.

We are proud of the fact that we enjoy good relationships with parents and carers.

Parent/Carer Expectations of school

Parents can expect an open and mutually respectful relationship with school. They can be confident that, should a concern arise, it will be taken seriously, dealt with in a timely and courteous manner and in line with existing school policies.


Two key ways in which parents are able to contact class teachers are via email and Class Dojo. Teachers check their messages on both platforms daily (on work days and in work hours) and aim to respond within three working days. Parents should be aware that if they need to give a more urgent message this may be best provided through a note or a call to the office.

School expectations of parents and carers

Our whole school community has respect and kindness at its core. Everyone expects to be treated with courtesy. Parents and carers should think carefully about the manner in which they raise any concerns:

Raising an Issue

Thank you for seeing me / taking my call...	Is there a time I could talk to you about...
I appreciate you taking time to see me about this...	I need to let you know that I'm worried about...
I would really appreciate it if you could...	I'm worried because my child has told me...
I know you've put a lot of time into this but I need to make you aware that...	I understand I only have one side of the story at the moment, but I need to ask you about...
I wonder if you can find out what happened...	I think there may have been a misunderstanding...
I wonder if you can help me...	I know I don't have all the details yet, but I'm concerned about...



It is important that staff should not be subject to the use or threat of:

- Verbal abuse
- Physical abuse
- Threats of or carrying out of posting negative comments on social media
- Threats of reporting to Ofsted
- Demands for meetings at unreasonable times and or of unreasonable length, without prior notice
- Attempts to dictate management decisions

- Frequent or repetitive meetings about an issue that has already been dealt with
- Inciting other parents to join in or make a complaint

Such actions are regarded as bullying and intimidation and in the event of any of these, the school will respond proactively to support their staff. In cases such as these, sanctions imposed may include restricted contact with school or, as a last resort, a ban from the school premises for the offender. (Refer to attached Appendix 1)

Appendix 1

This Code of Conduct is an unsigned agreement between the Parents, Carers, Visitors and St Mary & St Margaret's School.

At St Mary & St Margaret's we are proud and fortunate to have a very dedicated and supportive school community. At our school; the staff, governors, parents and carers all recognise that the education of our children is a partnership in which we all play a part.

We expect our whole school community to respect our school ethos, keep our school tidy, and set a good example through their own behaviour both on school premises and when accompanying classes on school visits.

We believe it is vital to nurture our children to become successful, happy and respectful individuals who leave us with a love of learning and the tools they need to thrive in modern Britain or anywhere else in the world that they choose to live. We also aim to build a school that is the hub of the community, that uses trust, support and consistency to forge strong links with our parents and that has high expectations and delivers on our promises.

As a partnership we are all aware of the importance of good working relationships and all recognise the importance of these relationships to equip our children with the necessary skills for their education. For these reasons we will continue to welcome and encourage parents and carers to participate fully in the life of our school.

The purpose of this code of conduct is to provide the expectations around the conduct of all parents, carers and visitors connected to our school.

We are committed to resolving 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 Headteacher, who will be available to discuss with you and go through the issue and hopefully resolve it. Where issues remain unresolved, please follow the school's complaints procedure. This is available on the school website or a copy can be requested from the school office.

This code aims to clarify the types of behaviour that will not be tolerated and seeks parental agreement to these expectations. The code of conduct also sets out the actions the school can take, should this code be ignored or where breaches occur.

Behaviour that will not be tolerated:

- Disruptive behavior which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises.
- Any inappropriate behaviour on the school premises.
- Using loud or offensive language or displaying temper.
- Threatening in any way, a member of staff, visitor, fellow parent/carer or child.
- Damaging or destroying school property.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the school community.
- Defamatory, offensive or derogatory comments regarding the school or any of

the pupils/parents/staff/governors on social media.

- The use of physical, verbal or written aggression towards another adult or child.
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child.
- Smoking, taking illegal drugs or the consumption of alcohol on school premises. (Alcohol may only be consumed during authorised events).
- No dogs to be brought onto school premises (other than service dogs).
- If, during meetings, staff members feel that visitors are intimidating or rude, then subsequent meetings will only be held with a Senior Leader present or with two staff in attendance.
- Social media should not be used as a medium to air any concerns or grievances; please refer to the complaints policy for this.

Should **any** of the above occur on school premises or in connection with school, the school may feel it is necessary to take action by contacting the appropriate authorities or consider banning the offending adult from entering the school premises.

Thank you for abiding by this code in our school. Together we create a positive and uplifting environment not only for the children but also for all who work at and visit our school. It is important for parents and carers to make sure any persons collecting their children are aware of this policy.

What happens if someone ignores or breaks the code?

In the event of any parent/carer or visitor of the school breaking this code then proportionate actions will be taken as follows:

In cases where the unacceptable behavior is considered to be a serious and potentially criminal matter, the concerns will in the first instance be referred to the police. This will include any or all cases of threats of violence and actual violence to any child, staff or governor in the school. This may also include anything that could be seen as a sign of harassment of any member of the school community, such as 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 to the Council's Legal Team for further action. In cases where the code of conduct has been broken but the breach was not libelous, slanderous or a criminal matter, then the school will send out a formal letter to the parent/carer with an invite to a meeting.

If the parent/carer refuses to attend the meeting then the school will write to the parent/carer and ask them to stop the behaviour causing the concern and warn that if they do not, they may be banned from the school premises. If, after this, behaviour continues, the parent/carer will again be written to and informed that a ban is now in place.

Note:

(1) a ban from the school can be introduced without having to go through all the steps offered above in more serious cases

(2) Site bans will normally be limited in the first instance.

Please note other sanctions could be put in place as deemed necessary by the Head Teacher and Governing Body.

At our school we take our safeguarding responsibilities seriously and will deal with

any reported incidents appropriately in line with our current policies.

Governors at our school appreciate that such incidents are extremely rare and the vast majority of parents and carers communicate with staff in our school in an appropriate manner.

Dated: October 2024