

Code of conduct for parents, carers and visitors

General

At St Matthew's, we believe it's important to:

- Work in partnership with parents and carers to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, staff, parents, carers and visitors
- Model appropriate behaviour for our pupils at all times
- Respect the rights of our children

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 values and behaviour framework) and pupils (through our positive relationships and behaviour policy).

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

Expectations

We expect parents, carers and other visitors to:

- Respect the ethos of the school and be respectful when communicating with school staff.
- Be respectful of diversity and difference within our school community and encourage our children to have an open mind towards others.
- Follow the school rules and support the school in its application of school policies and procedures, in particular behaviour, safeguarding and equal opportunities.
- Build good relationships with school and inform school of any serious concerns or problems which may affect our child's work or behaviour in a kind and timely manner.
- Be receptive to feedback and ideas shared with us by school to help our child grow and develop.
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful solution to all issues
- Support their own child's positive behaviour (or those in their care), particularly in public, where their behaviour could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern
- Raise any queries, questions or complaints directly with the school, rather than on social media.
- Not post anything malicious, offensive or derogatory about the school or any member of our school community on social media or group messaging.

Contact with Staff

- If you have a **non-urgent query**, we would ask that this is raised with the class teacher via Weduc message or by emailing/calling the school office who may also be able to help. Other non-urgent queries can also be raised at parents evening.
- If you have an **immediate query or concern** we ask that you call the school office on 0161 865 1284, visit the office between 8.30am – 3.30pm or email admin@stmatthewsce.co.uk, setting out the name of your child, their class and a summary of your query. Teaching staff are supervising children during drop off and collection and therefore are only available at these times for brief, urgent matters. The teacher may request that you make an appointment to discuss your query to allow the appropriate time for further discussion.

- Following any of the above, the appropriate member of staff will respond to your query in a timely manner with comments or the offer of a meeting/call to discuss further.
- If concerns remain, the process above should be repeated, with a request to meet a senior member of staff.
- Throughout all dealings with staff we expect parents, carers and visitors to:
 - be polite,
 - have respect for the professional knowledge of staff; and
 - act with consideration towards the staff member's scheduled commitments.

Volunteers

All parents, carers and visitors assisting with school activities (whether in or outside of school) are in a privileged position of partnership with school staff and as such you are expected to abide by the same confidentiality and safeguarding guidance as staff. Copies of key information will be shared with all volunteers and are available on our website.

Unacceptable Behaviour

In order to support a peaceful and safe school environment, we **will not** tolerate:

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, pupils or other parents/carers
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms and/or group messaging apps
- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- 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 guide or therapy dogs)

What happens if someone ignores or breaks the code?

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

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

- Send a warning letter to the person
- Invite the person into school to meet with a senior member of staff or the headteacher
- Contact the appropriate authorities (in cases of criminal behaviour) or advise that this is referred to the police
- 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 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 before banning a person from the school site.