



Wigston Academy

APPROPRIATE CONDUCT PARENTS AND VISITORS POLICY

DATE APPROVED:	January 2022
APPROVED BY:	Executive Headteacher
REVIEW FREQUENCY:	Every 3 years
DATE FOR REVIEW:	January 2025

Signed by:

Date:

January 2022

CONTENTS

- 1. Introduction**
- 2. Aims**
- 3. Response**
- 4. The use of recording equipment**

Appendix 1

1 INTRODUCTION

At Wigston Academy and Wigston College our parents recognise that educating children is a process that involves partnership between parents, staff and the school community. As a partnership we welcome and encourage parents/carers to participate fully in the life of our school. Parents understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we welcome parents and visitors to our schools.

The purpose of this policy is to provide a reminder to all parents, carers and visitors to our school about their expected conduct. This is so we can all continue to flourish progress and achieve in an atmosphere of mutual understanding.

2 AIMS

2.1 As well as following the guidance set out in our Home-School Agreement, we expect parents, carers and visitors to:

- Respect the caring ethos of our school
- Understand that both staff and parents need to work together for the benefit of their children.
- Demonstrate that **all** members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour.
- Talk politely and respectfully towards each other at all times.
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue.
- Correct their child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Approach the school to help resolve any issues of concern.

2.2 In order to support a peaceful and safe school environment the Trust cannot tolerate parents, carers and visitors exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the school grounds including team matches.
- Making impolite and disrespectful comments
- Using loud or offensive language, swearing, cursing, using profane language or displaying temper.
- Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent/carer or student regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying school property.
- Abusive or threatening e-mails or text/voicemail/phone messages or other written communication
- Defamatory, offensive or derogatory comments regarding the school or any of the students/parent/staff, at the school on Facebook or other social networking sites. (See Appendix 1). Any concerns you may have about the school must be made through the appropriate channels by speaking to the teacher, Head of Year, Head of Department, Deputy

Headteacher or the Head teacher, so they can be dealt with fairly, appropriately and effectively for all concerned.

- The use of physical 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. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Smoking, vaping and consumption of alcohol or other drugs whilst on school property.

Should **any** of the above behaviour occur on school premises the school may feel it is necessary to contact the appropriate authorities and if necessary, ban the offending adult from entering the school grounds.

3 RESPONSE

3.1 Responding to Inappropriate Behaviour from parents or visitors

We will act to ensure Wigston Academy and Wigston College remain safe places for students, staff, visitors and all other members of our community. If a parent/carer has concerns we will always listen to them and seek to address them.

However, inappropriate, abusive, threatening or violent behaviour will not be tolerated

Staff and students have a right to expect their school to be a safe place in which to work and learn.

The following is intended to give guidance on

- how to prepare for and respond to inappropriate behaviour
- what to expect if you demonstrate inappropriate behaviour

Staff are advised to select actions and responses that seem applicable to the situation.

Where a meeting has been arranged with a person previously demonstrating inappropriate behaviours staff will:

- be accompanied by another member of staff
- set a clear agenda, expectations and outcomes before the meeting
- agree a time limit
- clarify and record outcomes.

If there is inappropriate behaviour during a meeting staff will:

- ask the parent / visitor to calm down
- stop the meeting if the behaviours continue
- offer to make a another appointment when they are calm
- state calmly that the meeting has closed for that day
- request that the parent / visitor leave or the staff leave the room
- call a colleague / line manager or the police if necessary.

If the conversation is on the telephone staff will:

- state that they will end the conversation if the caller is not polite and calm
- put the phone down if they do not respond to this request - first stating that they are putting the phone down now.

If a parent or visitor approaches a member of staff following an incident of inappropriate behaviour the member of staff will:

- say politely that they have passed this issue to a senior member of staff
- walk away
- record the incident.

If a member of staff is upset or affected in any way they should:

- seek in-school help and advice
- contact external teacher / staff support networks.

If a member of staff witnesses inappropriate behaviour towards a colleague they will not ignore it. They will:

- walk up and stand by the member of staff
- intervene if this seems appropriate using strategies from above
- suggest the parent/ visitor makes an appointment
- escort the colleague away to a safe place and ensure they are OK
- inform a senior member of staff.

A senior member of staff will do something. They will:

- follow up any incidents of inappropriate behaviour
- send a letter of Expected Behaviour or make a telephone call or set up a meeting with the perpetrator
- decide if any actions should be taken in relation to the 'Keeping School Safe' guidance and procedures eg make a risk assessment, take advice about a warning letter
- ensure the member of staff is supported.

4 THE USE OF RECORDING EQUIPMENT

In the spirit of honest and open communication we request that no meeting should be electronically recorded unless previously discussed with all parties, identifying: the reasons for recording, the use of the recording and the possibilities of the recording becoming subject to data protection laws and therefore breaking the law.

We trust that parents and carers will assist our Trust with the implementation of this policy and we thank you for your continuing support of the school.

Appendix 1

Inappropriate use of Social Network Site

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/students. The Governors of Wigston Academy and Wigston College consider social or media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community.

Any concerns you may have must be made through the appropriate channels by speaking to a member of staff, the Headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any student or parent/carer of a child/ren being educated in the Wigston Academy and Wigston College is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. The Trust will also expect that any parent/carer or student removes such comments immediately.

In serious cases the Trust will also consider its legal options to deal with any such misuse of social networking and other sites.

We will take very seriously the issue of cyber bullying and the use of social networks by children or parents/carers to publicly humiliate another. We will take and deal with this as a serious incident of school bullying.

Thankfully such incidents are extremely rare.

March 2019