



Ramsden Primary School

PARENT/CARER CODE OF CONDUCT POLICY

Compiled by	Headmaster	October 2023
Approved by	Chair of Governors  October 2023	Headmaster  October 2023
To be reviewed		Autumn Term 2025



Parent/Carer Code of Conduct

At Ramsden Primary School we believe:

- All children have the right to an education that will enable them to reach their full potential.
- In valuing the abilities and achievements of all children and continually strive to promote an inclusive ethos.
- Each child has individual and unique needs and acknowledge that some children require more support than others.

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

Parent/Carer Expectations of school

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

School expectations of parents and carers

Our whole school community has respect and kindness at its core. Everyone expects to be treated with courtesy and not to be subject to the use or threat of:

- Verbal abuse
- Physical abuse
- Threats of posting negative comments on social media (see Appendix 1 on reverse) or reporting to OFSTED
- Demands for meetings at unreasonable times and or unreasonable length, without prior notice
- Attempts to dictate management decisions
- Frequent or repetitive meetings about an issue that has already been dealt with
- To incite other parents to join or make a complaint

Such actions will be regarded as bullying and school will respond proactively to support their staff. In cases such as these, sanctions may include restricted contact with school or a ban from the school premises. Full details can be found in the DFE 'Advice on school security: Access to and barring of individuals from school premises' and the 'Policy for dealing with Persistent or Vexatious Complaints/Harassment in School'.

Appendix 1 – Inappropriate use of Social Networking Sites

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/pupils. The Governors of our school consider the use of social 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 the class teacher, so they can be dealt with fairly, appropriately and effectively for all concerned. If you believe further action is required please refer to our Complaints Policy on the school website.

In the event that any pupil or parent/carer of a child/ren being educated at our school is found to be posting libellous or defamatory comments on Facebook or other social network sites, they may 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. Our school also expects that any parent/carer or pupil removes such comments immediately.

In serious cases school will also consider legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly, is the issue of cyberbullying and the use by one child or a parent with the intention to publicly humiliate another by inappropriate social network entry. This will be dealt with this as a serious incident of school bullying.

Thankfully such incidents are extremely rare.