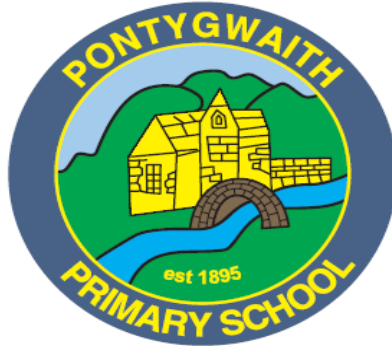


Policy: Parent/Carer Code of Conduct

Pontygwaith Primary School




Policy: Parent/Carer Code of Conduct

Date Ratified by GB: 16th March 2022

Date Implemented: March 2022

Review Date: 16th March 2023

Signed	Date

Headteacher Michelle Hutchings		16/03/2022
Chair of Governors Councillor Mark Adams		

At Pontygwaith Primary School we value the strong relationship with parents and carers. Together, this helps us achieve the very best for the children in a mutually supportive partnership between parents, class teachers and the school community.

As a partnership, parents and carers understand the importance of a good working relationship with the school. We continually welcome and encourage parent and carers to participate in the life of the school. Parents and carers are always encouraged to contact the school with any concerns and/or issues. The school would appreciate the opportunity to resolve any matter with parents and carers.

School's Expectations of Parents and Carers

Parents, carers and visitors are reminded:

- To respect the caring ethos and values of the school.
- To play a full and active part in their child's education.
- That both teachers and parents need to work together for the benefit of their children
- Approaching school staff for help to resolve an issue is done in an appropriate manner.
- All members of the school community are treated with respect using appropriate language and behaviour.

Unacceptable Verbal and Physical Behaviour/Abuse

The school will not tolerate:

- Disruptive behaviour which interferes or threatens to interfere with any of the school's operation or activities anywhere on the school premises.
- Any inappropriate behaviour on the school premises.
- Use of loud or offensive language or displays of temper.
- Threatening, in any way, a member of staff, visitor, fellow parent/carer or pupil.
- Damaging or destroying school property.
- Sending abusive or threatening e-mails or text, voicemail, phone messages or other written communications to anyone within the school community.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff at the school on Social Media including Facebook, Twitter, Instagram or other social sites (see Social Media section).
- Unreasonable persistent communication with the school which impedes the day-to-day work of the school

Should any of the above occur on school premises, the school may feel it necessary to take action by contacting the appropriate authorities and / or consider banning the offender from entering the school premises.

Social Media

'**Social media**' is the term commonly given to web-based tools which allow users to interact with each other in some way – by providing information, signposting to services, sharing opinions, knowledge and interests online. As the name implies,

social media involves the building of online communities or networks to encourage participation, engagement, pass information and services over a wide network of people. This could include blogs, message boards, social networking websites (such as Facebook, Twitter, LinkedIn, Instagram) and content sharing websites (such as Flickr, YouTube) and many other similar online channels.

Definitions of Misuse or Inappropriate Behaviour on Social Media

The following actions may constitute misuse of social media or inappropriate behaviour; it is however by no means exhaustive:

- Publishing materials that might be considered inappropriate, offensive or libellous.
- Publishing materials considered to be defamatory or to the detriment of the School and its community.

In the event that any pupil/parent/carer of the school is found to be posting libellous or defamatory comments on Facebook or other social media network sites, they will be reported to the appropriate “report abuse” section of the social network site. The school will also expect the pupil/parent/carer to remove such comments immediately. The school will consider its legal options to deal with any such misuse or inappropriate behaviour.