



# Frenchay

## C of E Primary School

Believe • Belong • Become

"At Frenchay, we *believe* in every child's potential, foster a sense of *belonging*, and empower them to *become* successful learners"

Code of conduct for parents/carers and visitors

Date issued: September 2025

Signed: N.Dawson July 2025

Chair of Governors: David Williams July 2025

**This Code of Conduct is an unsigned agreement between Parents/Carers or Visitors and Frenchay C of E Primary School. It states the expectations concerning the conduct of all parents/carers and visitors connected to our school. The Code of Conduct also sets out the actions the school can take should this code be ignored or where breaches occur.**

At Frenchay C of E Primary School we are very proud and fortunate to have a dedicated and supportive school community. Staff, governors and parents/carers all recognise that the education of our children is a partnership between us.

As a partnership we are all aware of the importance of good working relationships and 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

### **Guidance**

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

- Respect the caring ethos of our school
- Understand that both teachers 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 on the school premises or when accompanying classes on school trips.
- 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 own child's behaviour, especially in public, where it could otherwise lead to conflict, aggressive or unsafe behaviour.
- Approach the school to help resolve any issues of concern.
- Avoid using staff as threats to admonish children's behaviour.
- Resolve incidents that happen outside of school hours e.g. at children's birthday parties, with the relevant parents/carers and not expect it to be dealt with in school.

In addition, we also expect our parents, carers and visitors to keep our children safe by adhering to the school's request to park safely outside the school gates during morning and afternoon collections.

### **Behaviour that will not be tolerated:**

- 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.
- Any inappropriate behaviour on the school premises.
- Using loud or offensive language, swearing, cursing, using profane language or displaying temper
- Threatening in any way, a member of staff, Governor, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence.
- 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 at the school on social media or the internet. (see appendix 1)
- The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of your own child on school premises.
- 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, taking illegal drugs or the consumption of alcohol on school premises. (Alcohol may only be consumed during authorised events)

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

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

1. Initially contact the class teacher at an appropriate time
2. If the concern remains, contact the Headteacher
3. If still unresolved, approach school governors through the complaint's procedure. This is available on the school website or a copy can be requested from the school office.

#### **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 behaviour 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 or violence and actual violence to any child, staff or governor in the school. This will 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 Local Authority Legal Team for further action.
- In cases where the code of conduct has been broken but the breach was not libellous, slanderous or a criminal matter, then the school, in the first instant, will send out a formal letter to the parent/carer reminding them of the expectations of behaviour whilst on the school premises and warning them that continued behaviour breaking the code of conduct will result in a ban from the school site.
- If the code of conduct is broken a second time by the parent/carer, the school will send out a formal letter to the parent/carer informing them that they are banned from the school site (for a set period of time) due to a breach of the Code of Conduct.

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 all who work and visit our school.

It is important for parents and carers to make sure any persons collecting their children are aware of this policy.

### **Appendix 1**

#### **Issues of conduct with the use of Social Media (includes parent/year group whatsapp/messaging groups)**

Most people take part in online activities and social media. It's fun, interesting and keeps people connected. The PTA has a Facebook page which allows parents to receive and respond to messages about school events. We encourage you to positively participate if you wish. Within these spaces however, we ask that you use common sense when discussing school life online.

**'Think before you post'** We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents or children.

We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, member of staff, child or the school.

If parents have any concerns about their child in relation to the school, as stated above they should initially contact the class teacher. They should not use social media as a medium to air any concerns or grievances.

#### **Online activity which we consider inappropriate:**

- Identifying or posting images/videos of children without the express permission of the child's parent/guardian
- Abusive or personal comments about staff, governors, children, other parents or the school
- Bringing the school into disrepute
- Posting defamatory or libellous comments
- Emails circulated or sent directly with abusive or personal comments about staff, children or the school
- Using social media to publicly challenge school policies or discuss issues about individual children or members of staff
- Threatening behaviour, such as verbally intimidating staff, or using bad language
- Breaching school security procedures

At Frenchay we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above.

In the event that any pupil or parent/carer of a child/ren being educated in Frenchay is found to be posting libellous or defamatory comments on social network sites, groups or the internet, they will be reported to the appropriate 'report abuse' section of the network site/page. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report content or activity which breaches this.

The school will also expect that any parent/carer or pupil removes such comments immediately.

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

### **Cyber bullying**

Additionally, and perhaps more importantly, is the issue of cyber bullying and the use by one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying. The school will also consider its legal options to deal with any such misuse on social networking sites.