



Parent/Carer Code of Conduct

Introduction

At John T. Rice Infant & Nursery School we believe that we should all work together to inspire our children to believe in themselves and be the best they can be.

We are very fortunate to have a supportive and friendly parent community. Our parents/carers recognise that educating children is a process that involves partnership between parents and carers, class teachers and the school community. As part of that partnership, our parents understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our school.

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

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. The school has a zero tolerance policy on verbal/physical abuse or threatening behaviour on staff or on any persons on the school property and such actions will be met with immediate response,

including but not limited to school contact and potential banning from the school property and police action if appropriate

Parking

We would like to remind parents/carers that the school car park should not be used when dropping off or collecting children. This is to keep our children safe. Please allow sufficient time to park and bring your child into school to allow for the commencement of the school day without disruption or delay. We do request the use of the surestart car park across the road as an option when parents/carers are parking.

We also respectfully request that parents/carers using vehicles park considerately and do not block local resident's drives or block the pavements. Also, please be aware that the yellow zig zags outside the school entrance are legally enforceable markings and should not be parked on.

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

Appendix 1 – Inappropriate use of Social Networking Sites

Social media websites such as Facebook and Twitter 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.

There are a number of ways you can report concerns or complaints such as:

- Making an appointment with a specific teacher by contacting the school office 01623 465588
- Making an appointment to see the Headteacher Mrs Bennett 01623 465588 or head@johntrice.notts.sch.uk
- E mail – office@johntrice.notts.sch.uk
- Contacting our chair of Governors Miss Ruth Palmer via the school office or via email rpalmer@johntrice.notts.sch.uk
- Requesting a complaints policy from the office or downloading from our school website and following the complaints procedure

Once again, we stress that we appreciate your feedback, as it is invaluable to the continued improvement of John T. Rice Infant and Nursery School. However, we can only deal with issues in the proper manner if they are brought to us in an appropriate way. The school has a complaints procedure that is available from our school office and can also be found on our website. We want to work with you to manage issues effectively to resolve matters in the best possible way for all concerned.

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 (including comments on other people's posts), 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.