

# THE WILLOWS PRIMARY SCHOOL



## PARENTS & VISITORS BEHAVIOUR POLICY

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## **The Willows Primary School Parents and Visitors Behaviour Policy**

At The Willows Primary School we believe staff, parents and children are entitled to a safe and protective environment in which to learn and work. All members of the school community and visitors should demonstrate mutual respect. Any behaviour that may lead to feelings of harassment, alarm or distress to members of our community will not be tolerated and action will be taken.

Aims of the policy:

- To facilitate a whole school community ethos of respect
- To promote dignity in the work place for our staff

Expectations:

- That all adults (staff, governors, parents, carers and volunteers) set a good example to children at all times, showing them how to get along with all members of the school and the wider community.
- That no one - staff, governors, parents, carers, volunteers or children be subjected to abusive behaviour or any form of threats from anyone on the school premises.
- That physical attacks and threatening behaviour, abusive or insulting language verbal or written (including on social media), to staff, governors, parents, carers, volunteers, children and other users of the school premises will not be tolerated and may result in a ban from school premises and/or police action.

The following types of behaviour are considered serious and unacceptable and will not be tolerated towards any member of the school community:

- Shouting, either in person or over the telephone
- Speaking in an aggressive/threatening tone
- Physical intimidation, e.g. standing very close, the use of aggressive gestures
- Physical or verbal threats
- Swearing and name calling
- Any kind of physically violent behaviour
- Racist, homophobic or other hateful behaviours
- Sexist comments or sexual innuendo
- Disrespecting religion or belief
- Inappropriate posting on social networking sites which could bring the school into disrepute or be deemed as bullying or a hate related comment (see Appendix 1)

School premises are private property and therefore schools can decide who may access the grounds. Parents and carers by their connection to the school have been granted permission to be on school premises. The public has no automatic right of entry onto school premises. All visitors must seek permission to be on school premises by appointment.

If an individual displays or engages in concerning, threatening or abusive behaviours towards staff, pupils or other parents, school may seek to ban those individuals from entering school grounds or premises. Should parents or carers be banned, the responsibility to make alternative arrangements for bringing children to school is that of the parent/ carer. Any threats made about staff or to staff will be taken seriously and reported to the police.

## **Social Media Code of Conduct for Parents**

Social media (e.g. Facebook, Twitter, Instagram, etc.) has had widespread impact on the way in which we communicate and express our thoughts and opinions. There are clearly many benefits for us both as individuals and also as communities, and we are working to harness the power of social media to engage even more closely with parents and students.

Unfortunately, if social media is misused it can cause individual harm and result in the school community being negatively affected and maybe even damage the school's reputation. Parents should think carefully before posting anything relating to the school, students or other parents; please check your facts, be considerate in the way in which you express things and avoid language that others might consider to be abusive, aggressive or threatening.

Parents should **not**:

- post pictures of pupils, other than their own children, on social networking sites where these photographs have been taken at a school event.
- post malicious or fictitious comments on social networking sites about the school or any member of the school community.
- make reference to any individual students or staff on social media.
- try to "friend", "follow" or otherwise contact staff members on social media.
- complain about the school's values or its methods on social media.

The school will take seriously any breaches of this code of conduct. Postings that are considered libellous may be subject to legal action. If postings are considered to be threatening or discriminatory then the Police may become involved, with the authority to seize mobile devices and contact service providers.

## **Effective communication with school**

If you have a concern about an aspect of school life, please talk to someone at the school.

- Concerns about children's learning should be discussed with your child's class teacher in the first instance and then referred to the Deputy or Headteacher if these concerns are not resolved.
- Concerns about children's wellbeing or emotional issues should be discussed with pastoral or welfare staff who are available on the school gates at drop off/pick up times every day.
- If parents want to let school staff know about events or situations at home that might be impacting on their child's presentation at school, pastoral or welfare staff are available on the school gates at drop off/pick up times every day and the HT is available at main school reception every day.
- Concerns about a child's special educational needs should always be referred to the school SENCO in the first instance.

Any complaints should be made through official school channels; the school's Complaints Policy is available on the school website or on request.