Parent Code of Conduct

Introduction

This Code operates in conjunction with the Parent Contract, Parent-Teacher Communication Policy and Parent Complaints Policy and sets out how parents and the school should work together. By enrolling your child with St Piran's you are agreeing to adhere to these policies and to the expectations set out below.

Our Values

Our values are Kindness, Respect and Inclusivity . These form the basis of how we interact with each other and the type of environment we strive to create. We are fortunate to have a supportive school community but if a parent feels that they have an issue to address, these two policies detail the process for dealing with the issue and how the school's expectation of each party's behaviour.

The Purpose

The purpose of this Code is to provide a framework of expectations around acceptable behaviours and conduct for all involved in our school community. We understand that everyday frustrations can cause misunderstandings that could have a negative impact on our relationships. However, it is essential that whatever the issue, each party addresses the issue in an atmosphere of mutual understanding and respect and that they are committed to resolving difficulties in a constructive manor through open and positive dialogue.

Should this Code be ignored or breached, the school can take actions as detailed below.

Raising Issues or Concerns

For general matters, such as the quality of the food offering, the school has a number of avenues for a parent to raise an issue or concern, these being:

- Speaking to the Class Representative
- Completing the [annual] Parent Survey
- Sending an email to the School Office

For specific issues or concerns, the school will liaise with parents of individual children. Sometimes a number of parents might have a similar issue. However, for reasons of confidentiality the School will deal with each child's parents separately and not as a collective and confidential information will not be shared with parents of other children. The avenues to raise issues or concerns are through the:

- Class / subject teacher
- Head of Year
- Assistant Heads (EYFS & TLC)
- Deputy Head Pastoral / Deputy Head Academic
- Headteacher

All of these routes and conversations would fall within part of our Stage 1 Parent Complaints Procedure. If you are unhappy with the resolution or outcome, you can make a Stage 2 Parent Complaint and, again, if you are unhappy with the outcome, you can make a Stage 3 Parent Complaint. Full details of these procedures can be found in our Parental Complaints Policy.

Parents visiting school

If parents have a requirement to visit for an appointment with a teacher or to drop items in during the working school day, the school has door security and a sign-in system so that we can keep track of parents on the school premises. The entrance near Matron's office is closed for the majority of the day, but is often open for match teas on a Wednesday and Friday afternoon to allow visiting parents access to the dining room.

Parents should not be entering classrooms during these times. Please respect our teachers and do not interrupt teaching time; this can also be incredibly disruptive to a full class of children. If parents wish to collect items from the classroom or see the class teacher, please contact them by email to arrange a convenient time out of the timetabled school day.

To safeguard our pupils and protect valuable teaching time, we ask that parents do not enter the school building and visit classrooms during the school day unless invited for specific times such as Class Celebrations or Assemblies. In EYFS parents do have specific settling in times in the mornings and these are communicated by the Head of EYFS.

Behaviour in line with St Piran's values

In order to ensure all conversations and correspondence achieve a resolution, we respectfully insist on professional behaviours and tones at all times, no matter the method of communication, be that face to face or digitally. Behaviours that will <u>not</u> be tolerated, include:

- Displaying temper or using loud or offensive language
- Threatening in any way, a member of staff, visitor, fellow parent / carer or pupil
- 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 its pupils / parents / staff / governors on social media or other websites
- The use of physical, verbal or written aggression towards another adult or child

- Approaching someone else's child in order to discuss or chastise them because of the actions of that child towards their own child

What happens if someone breaks this Code?

The matter will be dealt with by the Headmaster. The parent will be invited to a meeting to discuss what happened. The outcome could be:

- A written apology
- A school site ban
- A request to withdraw your child from the school

Issues of Conduct with the use of Social Media

Most people take part in online activities and social media. There are online groups for parents such as WhatsApp groups, and they can be a wonderful source of knowledge, support and advice.
However, we would ask that you participate positively and think before discussing school life online. There can be some serious implications if you fail to do this, for example:

- Defamation
- Discrimination
- Human Rights
- Protection from Harassment
- Criminal Harassment
- Bullying
- Data protection

Online activity which we consider inappropriate includes:

- Identifying or posting images / videos of pupils
- Abusive or personal comments about staff, governors, pupils or other parents
- Bringing the school into disrepute
- Posting defamatory comments
- Emails circulated or sent directly with abusive or personal comments about staff, pupils or other parents
- Using social media to publicly challenge school policies or discuss issues about school life or individual children
- Threatening behaviour or using bad language
- Breaching school security or data rules

Online platforms should not be used to air any concerns or grievances about or connected to the school or the school community. These need to be addressed directly with the school as outlined above.

Please be advised that this policy does not form part of the Parent contract and can be amended by the school at any time.

We thank you for your cooperation in adhering to this Parent Code of Conduct and for helping us embody our school values in our everyday interactions.

Reviewed by: **Headmaster**
Date: **2 Sept 2025**
Next Review Date: **Sept 2027**