



## The Parliament Federation Code of Conduct for Parents, Carers, Visitors and Communicators

Our schools understand that there are many reasons parents and others might wish to communicate with us. We welcome positive communication.

However, it is helpful to remember the following:

- Staff are busy throughout the day, and teaching staff are particularly busy first thing in the morning. If you need to speak with a member of staff, please make an appointment for a face-to-face or telephone conversation so that staff can give you their full attention.
- Resolve any issues of concern in the first instance by making an appointment to meet your child's class teacher or key worker. Avoid asking to speak to the headteacher as your first port of call.
- If the matter is still not resolved, you may book a follow up appointment with the class teacher or key worker, or you may prefer to follow the procedure in the Federation's Complaints Policy which is available on our websites.
- If you prefer to correspond by email, this should be done through the schools' central email addresses which can be found on our websites. These addresses are monitored during the school day and emails will be forwarded to the appropriate member(s) of staff.
- Ensure that all communications are polite and that you are always mindful of the right of the recipient to be treated with respect.
- It is not acceptable to contact staff or members of the Governing Body out of school hours, or by using their individual email addresses, by approaching them in public places or by contacting them in their homes. Staff and Governors are entitled to their personal time.
- Avoid sending any form of correspondence to staff or Governors at the schools demanding an immediate response or a response within a timeframe. All matters will be addressed in a timeframe deemed appropriate by the recipient or as governed by policies in the schools.
- Avoid sending lengthy, frequent, demanding, or disrespectful emails to staff members as this will seriously undermine their ability to carry out their core role of educating the children in their care.
- When corresponding with or speaking to staff, do not use language that calls into question their professional abilities, represents any form of personal attack or seeks to direct how they carry out their professional roles or run the schools. The running of the schools is a matter for the Senior Leadership Team and the Governing Body.
- It is not acceptable to record telephone conversations with staff members or Governors, or to record meetings at the schools, without making them aware you are doing it and

without seeking express permission to capture what is personal information. It would breach human right to privacy to record people without their express permission.

- Avoid resorting to criticism of the schools, their staff, Governors or any matters that relate directly to the schools via a medium other than the Federation's Complaints Policy. You are asked to be aware of the Federation's Social Media Policy as it appears in Appendix A.
- When communicating with any member of the school community, whether in person, on the telephone or by any other means of communication, it is entirely inappropriate to raise your voice, invade personal space, or use language that is disrespectful, rude, offensive, aggressive or threatening.
- Any threats of violence, or use of violence, towards anyone on our school premises is a criminal offence, as is damage to school premises, and will result in the matter being reported to the police.
- Do not smoke or consume alcohol or other drugs on any part of the school premises.
- Do not bring animals onto the school premises unless previously agreed with the school. Guide dogs and other assistance dogs require permission to be on the school premises.
- Avoid using staff as a threat to reprimand children's behaviour.
- Do not approach someone else's child(ren) in order to hold a discussion about an issue in school or to chastise the child(ren). Such an approach to a child may be seen to be an assault on that child and may have legal consequences.
- Avoid disruptive behaviour which interferes with, 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 sporting, fund raising, performances and celebratory activities.

#### Steps the Schools may take:

- A member of staff or a Governor may challenge your behaviour by: asking you to respect their personal space; asking you to lower your voice; asking you to cease inappropriate behaviour; ending an unacceptable phone call or conversation; or asking you to leave the premises.
- The schools may correspond in writing with a parent, carer or visitor to the site to challenge behaviour that the schools find unacceptable.
- If the schools decide the matter requires a more formal approach, the Federation is likely to instruct its legal advisers and/or involve the police.

Please note that school premises are not public places. Parents and carers have an implied right to enter their child's school, but it is open to the school to remove that right of entry at any time.

This policy works in conjunction with the Federation's Policy for Complaints, its Policy for Vexatious Complaints and Harassment, and its Policy for Managing Serial and Unreasonable Complaints. It extends to all visitors and communicators of the schools.

## Appendix 1: The Federation's Social Media Policy

Sadly, social media websites are used increasingly to fuel campaigns, negative comments and complaints against schools, school staff, other parents/pupils, Governors and members of the school community.

The schools seek to teach our children the importance of appropriate and responsible use of social media so it is important that everyone in the school community leads by example, including parents and carers.

The Governors consider the use of social media websites to complain about the schools, or to make personal comments about anyone in our school communities, to be unacceptable. Any concerns you may have must be made through the appropriate channels using the Federation's Complaints Policy.

In the event that anyone is found to be posting negative, libellous or defamatory comments on Facebook or any other social network sites with regards to our schools, we reserve the right to report this to the appropriate 'report abuse' section of the networks site, to involve the police and/or to take legal action.

Please note that the inappropriate use of a communications network can give rise to offences under the Malicious Communications Act 1988 or the Communications Act 2003 and, if persistent, could be deemed to constitute the offence of harassment.

Reviewed February 2022