



Northbourne Church of England Primary School

Parent/Carer/Community Conduct & Civility Policy

School Mission Statement Northbourne CEP School

VISION STATEMENT:

Together we gather and grow to bring life to our rural school community. Everyone is welcomed, known, valued and treasured as individuals. God's countryside is our classroom, where we live, breathe and connect with our evolving natural world. Through our curriculum we nurture pupils to be resilient, inquisitive and compassionate. By embracing stewardship, we recognise our shared responsibility for each other and the world. We empower each other to act and make a difference to our neighbour.

To grow in: Faith, Love, Compassion, Kindness, Respect & Forgiveness

Our six Christian Values are at the heart of our vision. Every day we aspire to grow in **Faith, Love, Compassion, Kindness, Respect and Forgiveness**, so that our school family may experience the joy and hope of "life in all its fullness" (John: 10 v10)

Review every year

**Reviewed
Sep 2025**

**Next review
Sep 2026**

At Northbourne Church of England Primary School we foster professional and friendly relationships with our parents/carers and wider community, and we value the contribution that parents/carers play in the life of the school and in their children's education. We provide many opportunities for parents/carers to engage with school life including parent's evenings, invites to collective worship and participation in special celebrations.

We want all parents/carers to be confident that there are safe arrangements in school to keep their children safe. As part of our safeguarding procedures the school has put in place this parent/carer/community behaviour policy to ensure that behaviour from parents/carers and the wider school community does not cause the children and staff in school to feel distressed, threatened or unsafe.

Rationale

We believe staff, parents/carers, the wider school community and children are entitled to a safe and protective environment in which to work. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the school.

Aims

That parents/carers and the wider school community, communicate within the school environment in a pleasant and courteous manner without causing distress or offence to adults or children.

Expectation

- That adults set a good example to children at all times, showing them how to get along with all members of the school and wider community.
- That no members of staff, parents/carers, members of the wider school community or children are the victims of abusive behaviour or open to threats from other adults on the school premises.
- Physical attacks and threatening behaviour, abusive or insulting language verbal or written, to staff, governors, parents/carers, children and other users of the school premises will not be tolerated and will result in the withdrawal of permission to be on school premises.
- Any parent who is asked to leave the school premises will have the right to appeal the decision by writing to the Chair of Governors.

Please note that incidents of rudeness will be logged with the Chair of Governors.

Guidelines

Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the school community: *(This is not an exhaustive list but seeks to provide illustrations of such behaviour)*

- Shouting, either in person or over the telephone
- Inappropriate posting on Social Networking sites which could bring the school into disrepute or be deemed as bullying

- Speaking in an aggressive/threatening tone
- Physically intimidating, e.g. standing very close
- The use of aggressive hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting e.g. slapping, punching or kicking
- Spitting
- Racist or sexist comments including sexual innuendo

Persons Causing Nuisance/Disturbance on School Premises

School premises are private property and parents/carers and the wider school community have been granted permission by the school to be on school premises. This permission can be withdrawn and a parent banned from the school premises where there is evidence of abuse or threats to staff, pupils or other parents/carers.

School is not responsible for organising arrangements for children to be brought into school in the above circumstances. Parents/carers will need to provide alternative arrangements for bringing children into school.

It is also an offence under section 547 of the Education Act 1996 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist on removing the person concerned.

Abusive phone calls

Calls will be terminated if a parent/carer shouts or is abusive over the telephone. Calls will also be terminated if a parent/carer speaks in an aggressive or intimidating tone over the telephone. The Head Teacher, with approval of Governors may consider communicating via email if deemed necessary.

Inappropriate use of Social Networking Sites

Social media websites are being used increasingly to fuel campaigns and complaints against schools, head teachers, school staff, and in some cases, other parents/carers/pupils.

The Local Governing Body of Northbourne Church of England Primary School consider the use of social media websites being used in this way as unacceptable and not in the best interest of the children or the whole school community.

Any concerns parents/carers or the wider school community may have must be made through the appropriate channels by speaking to the class teacher, the Headteacher and lastly the Chair of Governors, so that they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil or parent/carer of a child/ren being educated at Northbourne Church of England Primary School is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the social network site. All social networks 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. The school will also expect that any parent/carer, member of the wider school community 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. Additionally, and perhaps more importantly is the issue of cyber bullying and the use by one child or adult to publicly humiliate another by inappropriate social network entries. We will take and deal with this as a serious incident of school bullying.

Unacceptable behaviour may result in the Police being informed.

The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to abuse.

Parents/carers have the right to appeal by writing to the Chair of Governors, within 10 days of their permission to enter the school premises being withdrawn.

Procedure to address inappropriate behaviour by adults on the school site

At Northbourne Church of England Primary School, we operate a 'zero tolerance' of the use of inappropriate behaviour anywhere on the school site.

If a parent/carer behaves in an unacceptable way towards a member of the school community, the head teacher or appropriate staff member will seek to resolve the situation through discussion and mediation. The parent / carer must be informed at all stages.

Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent or carer may be banned by the head teacher from the school premises for a period of time, subject to review.

In imposing a ban the following steps will be taken:

1 The parent/carer will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached, eg that police involvement or an injunction application may follow

2 Where an assault has led to a ban, a statement indicating that the matter has been reported to the local authority and the police will be included

3 The Chair of governors/CEO of DEALT will be informed of the ban

4 Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.