

Parent/Carer/Visitor Conduct

At Cox Green School, we value the relationships that we build with every parent/carers in our school. We hope that you, our parents/carers, feel part of our community and this enables all of us to work together for the benefit of your child(ren).

We have clear expectations on how we wish our students (and staff) to conduct themselves and this also extends to our parents/carers. Most parents we work with conduct themselves impeccably. However, there have been occasions where staff members have been subjected to unacceptable behaviours from parents/carers or unpleasant and defamatory posts have been shared online. This is obviously detrimental to establishing positive, professional relationships and simply cannot be tolerated.

Unacceptable behaviour includes (but is not limited to):

- Shouting, either in person or over the telephone;
- Using foul, discriminatory, abusive, threatening or offensive language;
- Physical behaviour that is intimidating, threatening or abusive;
- Sending abusive, aggressive or threatening messages, emails or other communications to any member of the school community;
- Writing or posting abusive, offensive or defamatory comments about an individual or the school, online or on social media;
- Unwanted physical contact;
- Actions which seek to undermine a member of staff;
- Actions which seek to deliberately call in to question the integrity of a member of staff;
- Any behaviour likely to cause anybody witnessing it alarm, harassment, distress, or to fear that violence may be used against them or others.

The Trustees and Leadership Team of the school have a responsibility to ensure that the school community is protected from such unacceptable behaviour. Therefore, we ask that all parent/carers follow these three expectations:

1. Please only come onto school premises for one of the following reasons:
 - A pre-booked appointment with a staff member;
 - To attend an official school event;
 - To collect/drop off a child for a specific reason that requires them to be dropped at reception e.g. appointment, illness;
 - To collect/drop off belongings which your child may need for the school day.
2. Please respect our school behaviour policies and expectations, as outlined in the Home School agreement and Conduct & Barring Individuals Policy. These are in place for the safety, happiness and achievement of our whole school community. Should you have any grievances about staff, pupils, other parents or the school environment these must be shared directly with the school and must not be shared on social media or public forums/chat groups.
3. When communicating with staff members, please demonstrate our key values of kindness and respect.

If an incident occurs where these expectations are not adhered to, the school reserves the right to (following an investigation) take any of the following actions:

- Clarify through a conversation or letter what is considered acceptable behaviour;
- Invite those involved to an informal meeting;
- Bring in measures to make sure expectations are followed e.g. restricting or putting conditions in place for contact between the parent/carers and staff members;
- Bar parents/carers from the school premises (which can be, if needed, enforced by the police).

We would very much hope that these steps will not have to be taken, and that we can all continue to work together to create the best environment for all children to achieve.

Please note that this document operates in conjunction with the following school policies: