

Paxcroft Primary School

Parent, carer and visitor policy

Reviewed: September 2024

Next review due: September 2025



At Paxcroft Primary School we have good relationships with our parents and 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 to engage with school life including parent's evenings, and participation in special celebrations.

To truly create the best outcomes for children requires the relationship between home and school to be based on the principles of care, integrity, trust and mutual respect. The maintenance of this relationship is important to ensure that a child or children are safe (please read our safeguarding policy) and not open to undue distress and anxiety.

Aims

- Together we create a positive and uplifting environment for the children and all who work and visit our school
- That parents communicate within the school environment in a pleasant and courteous manner without causing distress or offence to adults or children.

Guidance

Parents, carers and visitors are reminded:

- To respect the caring ethos and values of the school, keep our school tidy, set a good example of their own behaviour both on school premises and when accompanying classes on school visits
- Keep our children safe by adhering to the school's request to drive and park safely outside the school gates and in the car park during morning and afternoon collections
- That both teachers and parents need to work together for the benefit of their children.
- Approaching school staff for help to resolve an issue is done in an appropriate manner
- All members of the school community are treated with respect using appropriate language and behaviour.
- The school needs to work with a child in order to clarify their version of events in order to bring about an appropriate solution to an issue.
- To correct their child's actions especially where it could lead to conflict, aggressive or unsafe behaviour – both on and off the school premises.
- To use other strategies rather than using 'staff' as threats to admonish their children's behaviour.
- To ensure anyone collecting children are aware of this policy

In order to support a peaceful and safe school environment the school will not tolerate parents, carers or visitors exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with any of the schools operation or activities anywhere on the school premises.
- Any inappropriate behaviour on the school premises.
- Using loud or offensive language or displaying temper.
- Racist or sexist comments including sexual innuendo

- Threatening, in any way, a member of school staff, visitor, fellow parent/carer or pupil.
- Damaging or destroying school property.
- Sending abusive or threatening e-mails or text/voicemail/phone messages or other written communications to anyone within the school community.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parent/staff, at the school on Facebook or other social sites. (See below)
- The use of physical or verbal aggression towards another adult or child. This includes physical punishment against your own child on school premises.
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Parking in the car park in disabled bays without a disabled badge; parking outside of the allocated spaces; parking which prevents easy access by Fire Brigade/Ambulance
- Driving too fast or without proper care within the car park
- Smoking, taking illegal drugs or the consumption of alcohol on school premises. (Alcohol may only be consumed during authorised events).
- Covert filming or recording of meetings, conversations or telephone calls. The school will not make any covert recordings and does not expect any parent/carer/visitor to do so. The school does not give permission in any circumstances for covert recording.
- Dogs being brought on to school premises (other than guide dogs).

Persons Causing Nuisance/Disturbance on School Premises

School premises are private property and parents 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. Where parents breach the parent, carer, visitor conduct policy, it is usual that they receive a final written warning before being banned from site but, depending on the nature of the conduct breach, this may not always be appropriate. The school is not responsible for organising arrangements for children to be brought into school in the above circumstances. Parents 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.

Hate crime

The term 'hate crime' can be used to describe a range of criminal behaviour where the perpetrator is motivated by hostility or demonstrates hostility towards the victim's disability, race, religion, sexual orientation or transgender identity. A hate crime can include verbal abuse, intimidation, threats, harassment, assault and bullying, as well as damage to property. The school reports hate crime to the police.

Inappropriate use of Social Network Sites

Cyber Bullying

We take very seriously the use of cyber bullying by one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying.

Social Media

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents or pupils. The Crown Prosecution Service issued guidelines on prosecuting in cases relating to communications sent via social

media: <https://www.london.gov.uk/moderngov/documents/s39100/Appendix%201%20-%20Annex%202%20to%20summary%20of%20action.pdf>

Malicious, Libellous or Defamatory posts (includes those which are grossly offensive, indecent, obscene or false) In the event that any pupil or parent/carer of a child/children at Paxcroft Primary 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 network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report content or activity which breaches this. The school will also expect that any parent/carer or pupil removes such comments immediately.

The Department for Education/Government and Governors of Paxcroft Primary School considers the use of social media websites being used in this way as unacceptable. Any concerns you may have about the school or your child/children must be made through the appropriate channels (talking with the class teacher and Senior Staff within school) and using the school's complaints procedure which is readily available on the school website, in the reception area, or on request to reception.

The school will also consider its legal options to deal with any such misuse on social networking and other sites, this includes reporting to the Police.