



SIKH ACADEMIES TRUST
Faith Inspired Education

SAT PARENT AND VISITOR CODE OF CONDUCT POLICY

Date updated	Overview of change
12/8	The final decision for how to respond to breaches of the code of conduct rests with the Headteacher or Executive Headteacher of the Trust, where appropriate. Expanded decision authority.

PARENT AND VISITOR CODE OF CONDUCT

We are very fortunate to have a committed and supportive school community where staff, governors and parents recognise that the education of our children and young people is a partnership between all of us. We welcome the full participation of our parents in the life of the school. We endeavour to maintain positive relationships with parents and visitors. We are committed to resolving difficulties in a constructive manner through open, positive communication.

Our school values and ethos require that all members of our school community expect to be treated reasonably and with respect. Sikh Academies Trust has a duty of care to its employees and volunteers to protect them from behaviour which is rude, intimidating, abusive, aggressive or threatening.

Purpose

This code is intended to ensure that we share a common expectation and understanding in relation to the behaviour of parents and visitors.

Code of Conduct Guidance

We expect parents and visitors to:

- Respect the inclusive, caring values and ethos of the school
- Understand that the values and ethos of the school encompass relationships with staff and volunteers
- Demonstrate that all members of the school community are to be treated with respect and dignity
- Respect, and cooperate with, the school's policies, processes and procedures
- Recognise that school staff are endeavouring to act in the best interests of the child/ren involved in events
- Respect our neighbours and local residents by not reversing on driveways, parking on or over driveways, verges, or in areas that cause an inconvenience or make roads unsafe for other drivers (e.g. corners of roads)
- Approach the school in a proportionate and measured way to resolve any issues of specific concern
- Recognise that school staff have many competing duties during a typical day which may mean that they are not immediately available. For example, staff should not be expected to respond to a query within an unrealistic time frame e.g. staff may not be able to respond on the same day
- Understand that requests for meetings without an appointment or for an unspecified reason cannot be accommodated. Parents should allow time for staff to look into and respond to a query/issue rather than seeking a meeting in the first instance
- Contact the form tutor, class or subject teacher in the first instance (unless there is a safeguarding concern). There is an escalation process to follow if the matter is not resolved
- Respond calmly when any incident is reported by a child or young person and contact us to clarify what has happened, so that issues can be resolved swiftly and positively

- Use our Complaints policy appropriately to raise concerns and complaints.

Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, students or other parents/carers
- Threatening any member of the school community
- Sending abusive messages to another member of the school community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about any of our schools, its staff or any member of its community, on social platforms
- Defamatory, offensive or derogatory comments regarding our academies or any of the students/parent/staff, at the school on any social sites.
- Any concerns you may have about the school must be shared through the appropriate channels by speaking to the school, so this can be dealt with fairly, appropriately and effectively for all concerned.
- Demanding to remove your child without an appointment or prior notice
- The use of physical aggression towards another adult or child
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Approaching someone else's child or an adult 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)
- Smoking (including vaping) and consumption of alcohol or other drugs whilst on school property
- Bringing dogs onto the school premises (other than guide/service dogs)

Breaching the Code of Conduct

If the Trust or school suspects, or becomes aware, that a parent/carers has breached the code of conduct, the school will gather information from those involved and speak to the parent/carers about the incident. Depending on the nature of the incident, the school may then:

- Invite the parent/carers into the school to meet with a senior member of staff or the Head of School/Headteacher
- Send a warning letter to the parent/carers
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the Trust's legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent/carers from the site
- The school will always respond to an incident in a proportional way.
- The final decision for how to respond to breaches of the code of conduct rests with the Headteacher or Executive Headteacher of the Trust, where appropriate.

APPENDIX 1

Inappropriate use of Social Network Sites

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 Department for Education/Government and SAT Trustees consider the use of social media websites in this way as unacceptable.

Any concerns you may have about the school or your child/children must be made through the appropriate channels by speaking to the form tutor, Head of Year or subject teacher, Head of Department in the first instance (unless a safeguarding concern), before escalated to SLT, the Headteacher or the Chair of Governors, where they will be dealt with fairly, appropriately and effectively for all concerned.

If any pupil or parent/carer of a child/children at Pioneer Secondary Academy or Khalsa Primary School is found to be posting libellous or defamatory comments on social network sites, they will be reported to the appropriate 'report abuse' section of the network site.

The school expects that the parent/carer or pupil remove such comments immediately.

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.

Cyberbullying

Cyberbullying by a child or a parent to publicly humiliate another child by an inappropriate social network entry will be taken very seriously.

We will take and deal with this as a serious incident of school bullying.

The school will also consider its legal options to deal with any such misuse on social networking and other sites.