



St Laurence School Parent Code of Conduct

Introduction

At St Laurence School, we believe that 'People Are Our Treasure' and this includes our parents.

We are lucky that parents are extremely supportive of the school and we want to continue to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful and inclusive environment for students, staff and parents
- Model appropriate behaviour for our students at all times

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community, through the Staff Code of Conduct and for students, through our Behaviour Policy. Therefore, we feel it is right and appropriate, as part of our partnership, to also have a code of conduct for our parents.

Aims

This code of conduct aims to help the school work together with parents by setting guidelines on appropriate interactions. We use the term 'parents' to refer to:

- Anyone with assumed, parental responsibility for a student
- Anyone caring for a child (such as grandparents or child-minders)

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school
- Work together with staff in the best interests of our students
- Maintain reasonable expectations for staff response to general communications (2 working days)
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful and reasonable solution to all issues
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern, following up if an appropriate response has not been received.
- Only attend the school having made an appointment or arranged with the school

We recognise that there are times when events can become frustrating. However, it is important at all times, that we (adults) are the role models for our children. As such, we cannot accept any behaviour/interactions which could be deemed as aggressive, threatening or undermine the values and ethos of the school. This would not be tolerated by the school and includes swearing, using offensive language or shouting at staff. This also covers all written communication. If this were to happen, the school would end the meeting/call and report this to a senior member of staff.

The school values its staff as its greatest resource and we have a duty to protect their work/life balance. We ask therefore that a reasonable timeframe is given for all staff to respond to any queries (usually within 48 hours, not including weekends and holidays). The school does not permit electronic recordings of meetings or telephone calls by parents or staff without the explicit prior permission of all involved.

There is a Complaints Policy available on the school website and parents have a clear right, which we support, to make a complaint if they feel it necessary. The school does however have a right to protect its staff if serial and/or unreasonable complaints are made. We also ask that parents do not post defamatory, offensive or derogatory comments about the school or its staff on social media platforms.

In the event of the parent code of conduct being breached, the school does reserve the right to take the action it deems appropriate.

We are a strong, inclusive community that strives to be a great school, with the whole child at the heart of what we do, which is best supported by our triangular partnership. We always want to work with you.