



CANNOCK CHASE HIGH SCHOOL

A C H I E V E M E N T F O R A L L

PARENT, CARER AND VISITOR CODE OF CONDUCT

At Cannock Chase High School we are very proud and fortunate to have a very dedicated and supportive school community. At our school the staff, Governors and parents alike, all recognise that the education of our children is a partnership between all parties.

As a partnership we recognise the importance of solid working relationships to equip all of our children with the necessary skills for adulthood. For these reasons we will continue to welcome and encourage parents to participate fully in the life of our school.

The purpose of this Code of Conduct is to provide a reminder to all parents and visitors to Cannock Chase High School about the expectations around their conduct.

We understand that everyday frustrations can cause misunderstandings and have a negative impact on our relationships. We believe it is essential that we all remain committed to resolving difficulties in a constructive manner through open, positive dialogue.

Our school already has a Code of Conduct for all our staff and volunteers. This Code for parents and visitors is aimed at the wider school community so that we all share a common expectation and understanding over behaviour. Whilst we appreciate that incidents are extremely rare, we feel it is important to make clear the types of behaviour that we will find unacceptable and what action we might take in response.

The purpose of this document is to provide a reminder to all parents, carers and visitors to our school about the expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding.

Guidance

We expect parents, carers and visitors to:

- respect and model the caring ethos of our school whenever on school premises or when communicating directly with the school;
- understand that school staff and parents need to work together for the benefit of **all**;
- demonstrate that **all** members of the school community should be treated with tolerance and respect and therefore set a good example in their own speech, conduct and behaviour;
- 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 own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour;

- approach the right member of school staff to help resolve any issues or concern (there are clear guidelines about which staff member to contact about specific issues which are available on our website).
- Arrange appointments with staff members in advance of visiting the school site and avoid instances of impromptu requests, appreciating that school staff are often not available to meet without prior notice.

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

- disruptive behaviour which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises;
- any inappropriate behaviour on the school premises;
- using loud or offensive language;
- threatening a member of staff, visitor, fellow parent or student;
- damaging or destroying school property;
- sending written communication that is inappropriate in tone or disrespectful to school staff;
- sending abusive or threatening emails, text/voicemail/phone messages or other written communications (including via social media) to anyone within the school community;
- defamatory, offensive or derogatory comments regarding the school or any of the students/parents/staff/governors at the school on social;
- the use of physical, verbal or written aggression towards another adult or child (this includes physical punishment of a parent's own child on school premises).
- any language or actions which breach our commitment to Equality and Diversity, for example, but not exclusively, sexist, racist or homophobic comments/actions;
- smoking, vaping, taking illegal drugs or consuming alcohol on school premises (alcohol may only be consumed during authorised events);
- dogs on school premises (other than assistance dogs).

Should any of the above occur on school premises, or in connection with school, the school may take legal advice and consider banning the offending adult from entering the school premises altogether.

Covert Recordings

Unless explicitly agreed in writing, the school does not consent to parents making audio or video recordings of any member of staff, local governor or school volunteer, including during in-person meetings, remote/virtual meetings or telephone conversations.

Making covert recordings without the consent of members of staff is regarded as a breach of the relationship of mutual trust and confidence between the parent and the school.

If a parent is found to be recording a discussion, all members of staff have the right to terminate the meeting or telephone call immediately upon discovery.

A parent that records a member of staff, local governor or school volunteer, without consent may be issued with a restricted communication plan (see below).

If a parent is found to have recorded any audio or video footage on the school site without consent of any individual, this may result in the parent being immediately banned from school premises (see below) and the involvement of external agencies.

What Happens if Someone Ignores or Breaks the Code?

In the event of any parent, carer or visitor breaking this Code, then proportionate actions will be taken.

If a parent, carer or visitor commits serious or repeated breaches of the expected standard of behaviour as set out in this policy, then the school may consider implementing one or more of the sanctions listed below:

- Restricted communication plan:
 - The parent may be issued with a communication plan. This will restrict the manner in which the parent can communicate with the school. This may include:
 - Requiring contact in a particular form (e.g. in writing only)
 - Limiting contact to one member of staff or a specific email address
 - Restricting telephone calls to specified days and times
 - Restricting communication to in writing only
 - The school will put in specific arrangements with regards to reporting safeguarding risks to avoid delay.
- Ban from school's premises (see 'Barring Individuals from the School Site' below).

Site bans will normally be of limited duration in the first instance.

In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the school will refer the matter to its solicitor for further action.

In cases where the Code of Conduct has been broken but the breach was not libellous, slanderous or a criminal matter, then the school will invite the parent to a meeting to try to resolve the issue. If the parent refuses to attend the meeting then the school will write to the parent and ask them to stop the behaviour, advising that failure to do so could result in a ban from the school premises.

Barring Individuals from the School Site

A parent or carer's common licence to access a school's premises can be removed or restricted for a specified period. In such circumstances, parents may need to make alternative arrangements for bringing their child into school. Any entry onto the site in contravention of such a ban and where a nuisance is caused would be a criminal offence under section 547 of the Education Act 1996. Any parent in breach of the ban will be removed from the premises by the police or an authorised member of staff. An injunction under the Protection from Harassment Act 1997 The Trust may seek an injunction requiring the parent to desist from behaving in the manner in question.

In line with Department for Education guidance regarding Controlling Access to School Premises (2018), Cannock Chase High School retains the right to bar someone from the premises if they feel that their aggressive, abusive or insulting behaviour or language is a risk to staff or pupils or if a member of staff or pupil feels threatened by their behaviour.

The school will inform the individual that they have been barred or of the intention to bar in writing.

The individual has the right to present their side.

The school will either:

- bar them temporarily, until the individual has had the opportunity to formally present their side;
- tell the individual they intend to bar them and invite them to present their side by a set deadline.

After the individual's side has been heard, the school will decide whether to continue with the bar. The decision will be reviewed within a reasonable time, decided by the school.

Complaints

This Code of Conduct does not prevent parents from raising a legitimate complaint.

In most cases we hope that all complaints and concerns can be resolved through open dialogue with teachers or other members of staff as appropriate.

Where parents are not satisfied with responses that they receive they may then follow the Complaints Procedure as laid out in our School Complaints Policy. This is available on the school's website or hard copy from the school office.

Inappropriate Use of Social Media

Cannock Chase High School understands the benefits of using social media. However, if misused, it can be extremely detrimental to our young people, staff and school communities.

Social media websites are being used increasingly to fuel campaigns and complaints against schools or to share inappropriate information, e.g. naming children involved in incidents, sharing confidential information regarding an aspect of school life, making allegations or accusations or sharing false news. Cannock Chase High School considers the use of social media websites or Apps in this way as unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, the leadership team or the Headteacher, so they can be dealt with fairly, appropriately and effectively for all concerned.

The purpose of this code of conduct is to provide clear guidelines on how we expect other relevant parties, parents, carers and visitors to conduct themselves on social media and when using messenger apps, such as WhatsApp, to avoid the negative impacts misuse can have. The Social Media Code of Conduct for Parents/Carers sits alongside and compliments the social media expectations for both staff and students.

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 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. Thankfully such incidents are extremely rare.

Legal Framework

This Code of Conduct has due regard to statutory legislation, including, but not limited to, the following:

- Data Protection Act 2018;
- Defamation Act 2013;
- Protection of Freedoms Act 2012 (as amended).

E-Safety and Social Media Conduct

Cannock Chase High School expects parents/carers to behave in an appropriate manner online and will not tolerate any of the following behaviour online:

- posting defamatory 'statuses' about fellow parents/carers, students, the school or its employees on social media or other sites;
- complaining about the school values and methods on social media or other sites.

Breaches of this code of conduct will be taken seriously by Cannock Chase High School and, in the event of illegal, defamatory, or discriminatory content, breaches could lead to appropriate sanctions being taken by the school which shall not only include a temporary school ban for the offending party but also in more serious cases a criminal prosecution.

Parents/carers are expected not to post anonymously or under an alias to evade being identified and being in direct breach of the guidance as set out within this code of conduct.

Cannock Chase High School retains the right to request any damaging material to be removed immediately by the offending party from social media and any other websites where it has been posted/published.

All parents/carers and child representatives shall be required to adhere to this code of conduct.

We would expect that parents would make all persons responsible for collecting children aware of this Code of Conduct.

Implementation date:	October 2020
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