



Parents & Visitors Code of Conduct

Approved by:	Mohammed Ummar Azam -Chair of Governors
Reviewed by:	Laura Webb - Governor
Last reviewed:	June 2022
Next review:	June 2023

1. Purpose and scope

At Excellence Girls Academy, we believe it's important to:

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

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and pupils (through our behaviour policy).

This code of conduct aims to help the school work together with parents and visitors by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

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

We use the term 'visitor' to refer to other relatives or members of the community.

2. Our expectations of parents and visitors

We expect parents and other visitors to:

- Respect the ethos, vision and values of our school
- Work together with staff in the best interests of our pupils
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful solution to all issues
- 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

3. 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, pupils or other parents/visitors
- Threatening another 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 the school, its staff or any member of its community, on social media platforms
- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than guide dogs)

4. Breaching the code of conduct

If the school suspects, or becomes aware, that a parent or visitor has breached the code of conduct, the school will gather information from those involved and speak to the parent/visitor about the incident.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent/visitor
- Invite the parent/visitor into school to meet with a senior member of staff or the Headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from our legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent/visitor from the school 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.

The Headteacher will consult the chair of governors before banning a parent/visitor from the school site.

5. Complaints

This Code of Conduct does not prevent parents or visitors 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 the parent/visitor is not satisfied with responses that they receive they may then follow the Complaints Procedure as laid out in our Complaints Policy.

6. Monitoring arrangements

This document will be reviewed every year but may be reviewed and updated more frequently if necessary.

It will be reviewed by the Governing Body and approved by the Chair of Governors at every review.

7. Links with other policies

This code of conduct makes reference to the school's:

- Child Protection and Safeguarding Policy
- Mobile Phone Policy
- Online Safety Policy
- ICT and Internet Acceptable Use Policy
- Visitors Policy