

Introduction

Staff at Congleton High School will strive to assist all parents/carers with any enquiry in a timely manner (within three working days) and parents/carers will be treated with respect and courtesy at all times. The school respectfully requests that you treat our staff in the same polite and courteous manner:

Day to day contact

When parents/carers contact school staff over the telephone, in person, in writing, by email, or via social media we expect them to:

- Show respect and courtesy to staff at all times
- Treat the staff as you would like to be treated yourself
- Assist the member of staff by providing as much information as possible so that a prompt response or decision can be made
- Allow staff reasonable time to respond to your request (three working days)
- Respond to any contact made or messages left by school staff when requested

General conduct (applicable at all times)

Congleton High School will not tolerate parents/carers:

- Using foul, abusive or offensive language (for example swearing or remarks that are discriminatory)
- Making threats or unreasonable demands towards members of staff
- Personally criticising any individual, whether they are a student, member of staff, governor or school volunteer
- Discriminating against any member of staff on the grounds of race, colour, age, religion or political beliefs, disability or illness, gender, marital status, sexual orientation, class, learning difficulty, appearance or employment status
- Engaging in any form of harassment

Conduct at meetings

When attending meetings in school, we expect parents/carers to:

- Be courteous to all participants, allowing each other the opportunity to speak one at time
- Support staff to seek effective outcomes for items being discussed
- Respect each other's opinions and views
- Be reasonable and honest

Breach of the Code of Conduct

If a parent/carers breaches this code of conduct, the school will, depending on how serious the breach is:

- End the telephone conversation or meeting
- Talk to the parent/carers to advise that their behaviour is breaching the code and ask them to stop
- Write to the parent/carers, confirming the code has been breached and explaining why

- Refuse to carry out further meetings or enter into further correspondence with the parent/carer until the behaviour stops

The list above is not exhaustive and each case will be dealt with separately with an appropriate measure or range of measures being decided upon in each case. However, if a parent/carer is deemed to be vexatious or unusually persistent in nature, we reserve the right to take further action which may involve legal action or reporting the incident to the police.

Approved at Education & Welfare Committee: 17th October 2019

Review Date: Autumn Term 2020