



Madeley School's Parent and Visitor Code of Conduct

At Madeley School, we are very fortunate to have a supportive and friendly parent body. Our parents recognise that educating children is a process that involves partnership between parents, staff and the school community.

As a partnership you will understand the importance of a good working relationship which will support pupils in achieving their potential and gaining the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our school.

Purpose

The purpose of this charter is to provide a reminder to all parents, carers and visitors to our school about the expected code of conduct. This includes in-person visits as well as communication via telephone and email and other aspects of interaction with the broader school community.

Madeley School believes that our staff have the right to work in an environment where they are not subjected to abusive, threatening, aggressive or violent behaviour. This includes use of inappropriate language, abusive comments, shouting, physical threats, physical actions. Parents and Visitors should note that any form of physical aggression towards staff will be reported to the Police.

The school understands that from time to time, an individual may be placed in circumstances they find difficult to manage, and their reaction may be to respond inappropriately, either through unacceptable language or abusive comments. School reception and administration staff (i.e. front-line telephone staff) receive training to work in partnership with the person involved to try and find a positive outcome for all parties.

School staff are trained to give 2-3 warnings to a parent that they will terminate a telephone call if abusive or aggressive language is used.

Parent Communication Charter

First occasion of inappropriate behaviour

Any incident of abusive or threatening language towards staff is reported to and recorded by the Principal's PA along with a statement from the member of staff. At this stage the school will regard the incident as a 'one-off' and no further action will be taken.



Second occasion of inappropriate behaviour

If a second incident occurs where abusive or unacceptable language is used towards a member of staff, the person concerned will receive a letter from the Principal informing them that their conduct is not acceptable and will not be tolerated by school staff.



Third occasion of inappropriate behaviour

If a third incident occurs, the person involved will be invited to attend a meeting with Principal and/or a parent Academy Councillor and/or a member of the Shaw Education Trust to discuss their conduct.



Consequences

The consequences of several instances of abusive behaviour, or a particularly serious one-off case may involve parents or visitors being barred from the school site, the school refusing to accept telephone calls from a parent or visitor, or a report being made to the police for further action.

Overall, we are seeking to maintain a safe and peaceful environment for our pupils and staff, where the rights and wellbeing of all members of our school community are respected. We believe that this makes for a happy, healthy and effective school where the needs of the pupils can be dealt with most appropriately and children can continue to flourish.

Parent Communication Charter

Parents	Key points
General ethos	Our people really matter! The very best learning opportunities for our pupils. An outstanding partnership with parents that is built on trust and respect.
Relationships	We aim to develop a partnership with all our parents. We believe in your child and will do all we can to work with you. This is something that happens continually. All staff are happy to meet you at a mutually convenient time.
Advice and guidance	We provide practical strategies to support learning at home, so parents work in partnership with us in terms of their child's holistic development.
Communications	We tailor school communications to encourage positive communication about your child's learning throughout the year. We will not simply give you information, but we aim to actively seek out information from you about your child.
Your child's learning	Your survey responses tell us that you do not always feel that you are being updated about what your child is learning in class. Therefore, we will be trialling strategies to keep you regularly informed about what your child is learning in class so you can have discussions about the subject content. Please do let us know your thoughts about the strategies/any possible suggestions.
Parents' consultation events	Parents' consultation events are a positive experience that build on the belief that your child can succeed. We offer practical advice for what your child needs to do to develop work and approach to school life.
Additional support	Parents know their child best. Therefore, we ask that parents contact school if there are any issues of concern, and we will give additional support as necessary. We all want the best for your child.
Reports	We time reports so they are meaningful and inform you of the way forward. We will be honest about any barriers in terms of your child's progress and will offer solutions to these working in partnership with you.
Policies	We will always consider and, where appropriate, involve parents when drafting policies. We aim to make policies accessible and easy to understand.
Emails	We will respond to emails within 2 working days . If a matter is urgent , please contact reception and we will speak to you that day . We ask that parents refrain from emailing staff outside the hours of 8am – 4pm Monday to Friday.
Understanding	Any relationship is built on understanding. We are governed by law regarding our decisions on certain points such as holidays in term time. Please respect the legal frameworks we operate in.

Parent Communication Charter

Attendance	We will work with you to ensure that your child attends school regularly and arrives on time. This is because your child will quickly fall behind if they are not present or are late. If there are any barriers to your child attending school, please let us know.
Praise	We appreciate any positive feedback and recognition of our actions. Please do let us know any positive feedback via email: office@madeley.set.org
Resolutions/ Complaints	Sadly, there are times when relationships can be strained. Therefore, we have an easy-to-follow resolution and complaints procedure. If a parent is unhappy with any aspect of the school, please follow the policy and we will work together to resolve the issue. For general recommendations on improvements, please email: office@madeley.set.org
Phone calls	Reception staff will ensure that parents receive a call back on the day of an incoming call. If this cannot be the case, parents will be called to inform them when the call will be made. If the matter is urgent, a senior member of staff will either take the call immediately or contact you on the same day. Before contacting the school , please make sure that you have as many of the necessary facts to hand. If you are concerned about an incident for example, make sure that you have talked it through carefully with your child and that you are clear about what is fact and what might be opinion.
Induction	All pupils and their families are entitled to a full induction programme consisting of at least an initial meeting and a tour of the school along with sessions in school to ensure you feel fully supported and are happy with your child's education.
Pupil wellbeing	If you notice any changes in your child at home, please let us know. We will not tolerate any form of bullying at school and will work with you to ensure your child is not in any harm. Sometimes, a child behaves differently at home compared to school, so it is important you contact us. We care very much about your child. We will also regularly signpost you to services that the Local Authority offers.
Staff wellbeing	Staff work very hard to support your child. We ask, in a spirit of positive relationships with our school, that staff are always treated with respect, and we will do the same with you.
Positive behaviour	We strive for a consistent approach to behaviour between parents and the school, for example, by sharing expectations with parents. Working in partnership provides for a much better understanding between us and benefits your child.
Invites to school	We warmly welcome you to visit school throughout the year including the opportunity to visit lessons and understand the strategies we use to maximise learning.
Changes to circumstances at home	We understand the pressures of life including relationship breakdowns, financial difficulties, and other challenges we

Parent Communication Charter

	face. Please do not hesitate to contact us if you need any support or just a friendly person to talk to!
Surveys	We will carry out regular surveys to understand how parents feel about communication with the school and follow up any areas in partnership with parents.
Social media	Please be respectful of others' privacy when posting on social media and do not post defamatory or offensive remarks regarding the school or any of its parents/carers, staff or pupils. Parents' WhatsApp and Facebook groups can be very helpful and supportive but please maintain a respectful approach to posting and do not seek to challenge other parents publicly about the behaviour of their child. If you are concerned about an incident, please contact the school for us to investigate and deal with.
Additional considerations	Whilst we accept that many parents would not consider this, please do not approach someone else's child to chastise them because of their actions towards your child – again, please contact the school and allow us to deal with such matters.