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Headteacher: Mr S. P. Bate B Ed (Hons), NPQH  
Chair of Governors: Mr R. H. Sperr



24/04/23

### COLLECTION OF PUPILS AT THE END OF THE ACADEMY DAY

Dear Parent / Carer,

As you can appreciate, the safety of all of our children is of paramount importance to us. The end of the Academic Day is a very busy time; we have to ensure the safe exit of over 300 pupils, and, the adults that collect them.

Unfortunately, over the past week we have seen a rise in parents/carers coming to the front entrance to collect pupils at the end of the academy day instead of collecting them from their classroom door. This area is too small to accommodate many people and is therefore causing overcrowding in the front entrance. This is increasing the potential for pupils to leave without being given permission to do so or being seen.

Therefore, unless you have the express permission from myself to collect your child at the end of the Academy day from the front entrance, you should collect your child from their classroom door.

***NB: This does not effect parents / carers who are collecting their child before the end of the Academic day to attend medical appointments (you will be asked to provide proof of this by the member of staff releasing your child).***

Unfortunately, we have recently had situations where some parents/carers have been asked to leave the front reception area by staff, so that they could allow pupils to leave safely and staff have been met with rude responses. This behaviour is not in keeping with our 'Parent code of conduct', of which a paper copy was sent home with every child on Friday 25<sup>th</sup> February, 2022 or included in new starter information packs if your child has started subsequently.

As written in our parent code of conduct, we do not tolerate this kind of behaviour in our Academy. (Please find a copy attached to this letter).

We believe that all staff, pupils and parents / carers are entitled to a safe, respectful and inclusive environment, and that parents / carers are as responsible for creating this environment as much as Academy staff.

Breaches of the code of conduct may result in a ban from the Academy premises in order that we maintain a safe, respectful and inclusive environment.

Your support on this matter is expected and truly appreciated as always.

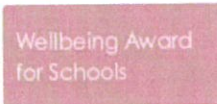
Should you require support at collection times, then please make an appointment with myself to discuss the request.

Yours Sincerely

Mr S P Bate



(Headteacher)



2022-2025

# Parent code of conduct

Thrunscoc Primary and Nursery Academy



|                     |                |                  |
|---------------------|----------------|------------------|
| Approved by:        | Governing body | Date: 25/02/2022 |
| Last reviewed on:   |                |                  |
| Next review due by: | July 2023      |                  |



## Contents

|   |                                     |
|---|-------------------------------------|
| 1. Purpose and scope .....                              | 2                                   |
| 2. Our expectations of parents and carers.....          | 2                                   |
| 3. Behaviour that will not be tolerated .....           | 3                                   |
| 4. Breaching the code of conduct .....                  | 3                                   |
| Appendix 1: Social Media.....                           | 4                                   |
| Appendix 2: model letters .....                         | 4                                   |
| Initial warning letter from the headteacher .....       | <b>Error! Bookmark not defined.</b> |
| Model letter banning a parent from the school site..... | <b>Error! Bookmark not defined.</b> |

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## 1. Purpose and scope

At Thrunscoe Primary and Nursery 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
- › All stakeholders (Parents / pupils / staff / governors / visitors) to 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 Parent Code of Conduct aims to help the Academy work together with parents 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)

## 2. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- › Respect the caring ethos, vision and values of our Academy
- › Work together positively with staff in the best interests of our pupils
- › Approach the right member of Academy staff to help resolve any issues of concern in a calm, non-offensive manner therefore modelling to your child(ren) good examples of speech and behaviour.
- › Seek a peaceful solution to all issues by allowing staff to work with children in order to clarify theirs and others version of events before taking appropriate action
- › Correct their own child's behaviour (or those in their care), particularly in public (on and off site) where it could lead to conflict, aggression or unsafe conduct

### 3. Behaviour that will not be tolerated

- Swearing, or using a loud voice or offensive language towards members of staff, other parents and pupils (including via the Academy phone)
- Displaying a temper, aggression or shouting at members of staff, pupils or other parents (including via the phone)
- Threatening another member of the Academy community (via phone / email / social media / in person)
- Damaging or destroying Academy property
- Disrupting, or threatening to disrupt, Academy operations (including events on the Academy grounds and sports team matches)
- Sending abusive messages to another member of the Academy 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
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking or drinking alcohol on the Academy premises
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the Academy premises (other than guide dogs)
- Contacting members of staff directly through their work email address – all emails should be directed to [office@thrunscoe.academy](mailto:office@thrunscoe.academy) only.

### 4. Breaching the code of conduct

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

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

- Send an initial warning letter to the parent
- Invite the parent in to the Academy to meet with a senior member of staff or the Headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from our Solicitors regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the Academy site

The Academy will always respond to an incident in a proportionate way. The final decision for how to respond to breaches of the Parent code of conduct rests with the Headteacher.

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



## Appendix 1: Social Media

### **Inappropriate use of Social Network Sites:**

Nationally, social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, Academy staff, and in some cases other parents or pupils. The Department for Education/Government and Governors of Thrunscoe Primary and Nursery Academy considers the use of social media websites being used in this way as unacceptable. Any concerns you may have about the Academy or your child/children must be made through the appropriate channels by speaking to the class teacher, the Headteacher or the Chair of Governors, where they will be dealt with fairly, appropriately and effectively for all concerned.

### **Libellous or Defamatory posts:**

In the event that any pupil or parent/carer of a child/children at Thrunscoe Primary and Nursery Academy is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report content or activity which breaches this. The Academy will also expect that any parent/carer or pupil removes such comments immediately.

### **Cyber Bullying:**

We take very seriously the use of cyber bullying 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 Academy bullying.

**The Academy will also consider its legal options to deal with any such  
aforementioned misuse on social networking and other sites.**