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



04/10/24

Parental Contact Issues

Dear Parent / Carer

I'd like to firstly thank you for your continued support in our quest to provide the very best environment for our children, parents/carers and staff to work within.

We appreciate feedback always as it allows us to address issues / concerns quickly. However, the way in which that feedback has been delivered by some parents recently has been concerning. As per our '**Parent Code of Conduct**' (see attached), I wish to clarify that staff are not here to be shouted at, sworn at or addressed aggressively towards, over the phone, via email or in person.

Should you have a concern, please raise it appropriately. Should you have a complaint, then please follow our complaints procedure:

<https://www.thrunscoeacademy.co.uk/important-information/policies>

Should you contact the academy in an inappropriate manner then the 'Parent Code' will be enacted. Staff have also been directed that should this occur on the phone, they will politely say that they are '**going to put the phone down**'. This is not to be rude, but it protects our staff from verbal abuse, whilst also protecting parents / carers from making comments in the heat of the moment that may require escalation on our part.

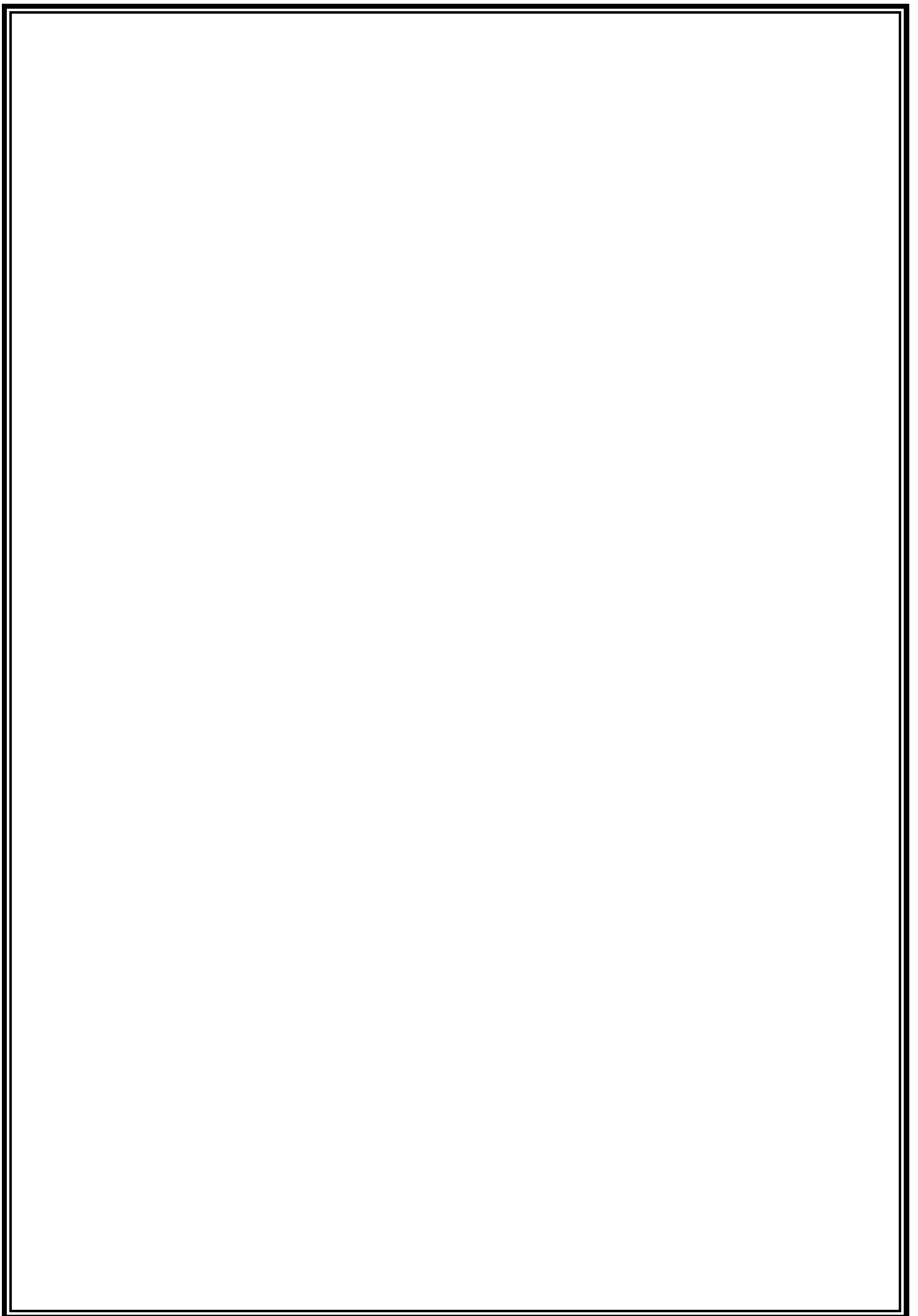
As you fully understand, adherence to the 'Parent / Carer Code of Conduct' ensures that your child(ren), the staff that support them and yourself can function in a positive, safe and welcoming environment where your child(ren) can flourish.

Your support on this matter, as always is greatly appreciated.

Yours sincerely,

Mr S. P. Bate
Headteacher





Parent code of conduct

Thrunscoc Primary and Nursery Academy



Approved by:	Governing body	Date: 16 th November 2023
Last reviewed on:	September 2023	
Next review due by:	September 2025	

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, vaping 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 only.³

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 contact 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.