Lilliput CE Infant School

Loving one another, respecting one another, serving one another.

Code of Conduct for Schools and Parents & Carers

Working together to create a respectful and inclusive environment for all members of our school community

This is how we will work together to ensure that relationships between school and parents are positive and purposeful

Parents and carers will…

Ensure that all interactions with the school community are respectful and courteous

- Work in partnership with staff in the best interests of pupils
- Speak in a way which is respectful and appropriate for a school setting
- Show respect and courtesy to all members of the school community
- Ensure that discussions with staff and others are not recorded without agreement
- Ensure that social media posts are:
  - Respectful of the school and everyone associated with it
  - Thoughtful about children's safeguarding
- Schools keep all written communication (including email) and so think carefully about what is appropriate.
  - Keep it polite and courteous
  - Avoid sending emails outside of normal working hours
  - Understand that you may not receive an immediate response; in term time we will respond as quickly as we can and typically within 48 hours
  - Avoid using the email address of individual staff who may be busy or at home with their families. It is better to use a general email address (such as school office or Year group email): it will be forwarded to the right person at the right time.
  - Avoid sending frequent and lengthy emails
  - Remember emails are only monitored during school days and term time
- Avoid bringing onto site inappropriate items; vapes, alcohol, weapons
- Remember that only assistance and approved therapy dogs are allowed inside school grounds

The school will…

- Ensure that all interactions with parents are professional, courteous and respectful.
- School staff will be a model of the behaviour they expect from parents, whether that is in-person or in writing.

This is what a parent can do if they think the school is not getting it right

- Remain calm and respectful
- Approach the right member of school staff to help resolve any issues of concern
- Raise concerns informally with the Headteacher or a senior member of staff if things are not resolved
- Seek a peaceful solution to all issues
- Seek to balance a pupil's version of events with the school's view
- Use the complaints policy if you need to – but try everything else first

This is what the school will do if they think a parent is not getting it right

- Informally reminding parents of this code of conduct
- Issuing more formal reminders and, if necessary, a formal warning
- Restricting a parent's access to school staff (in-person and/or in writing)
- Restricting a parent's access to the school site
- Taking formal external advice (eg, Local Authority, Police, legal)