



PARENT/CARER AND VISITOR CODE OF CONDUCT

Date reviewed: (Head Teacher/HR Officer): November 2022

Date for next review: November 2024

Date of ratification by Governing board: 24th April 2023

Document Control		
Edition	Issued	Changes from previous
1	November 2022	Focus on positive relationships

Policies/Documents referred to in this policy	Post holders/Persons named in this policy
This policy links to other school/Trust policies on: IT Acceptable Use policy	Staff Parents Pupils

At Melbourn Village College we are very fortunate to be a part of a community including supportive and understanding parents. These parents recognise that educating children is a process that involves a partnership between home and school and understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we welcome and encourage parents/carers to participate fully in the life of the school.

We are also fortunate to have a team of staff who are committed to working with and supporting children, including in situations which can be challenging and difficult. These staff have a right to go about their business without fear of abuse, threats or physical violence. Abusive behaviour will not be tolerated, with abusers being removed from the site.

The purpose of this policy is to provide a reminder to all parents and visitors to MVC about expected conduct so that we can work together to ensure a safe and positive environment for our pupils, staff and parents.

RESPECT AND CONCERN FOR OTHERS AND THEIR RIGHTS

We expect parents and carers to show respect and concern for others by:-

- Supporting the respectful ethos of Melbourn Village College by setting a good example in their own speech and behaviour towards all members of the school community. Aggressive or abusive behaviour includes language (whether verbal or written) that may cause staff to feel afraid, threatened or abused and may include threats, personal verbal abuse, derogatory remarks and rudeness;
- Working together with teachers and other staff for the benefit of children. This includes approaching the school to resolve any issues of concern, and to discuss and clarify specific events in order to reach a fuller understanding and bring about a positive solution;
- Signing in at reception upon arrival and waiting in reception to be collected by the appropriate member of staff;
- Reinforcing the school’s policy of focusing on positive relationships.

- Respecting the learning environment appropriately (both in school and off site);
- Parking with consideration and respect for others when delivering and collecting children from school;

In order to support a peaceful and safe school environment, the school does not tolerate:-

- Disruptive behaviour which interferes with the operation of any part of the school or school grounds;
- Use of loud and/or offensive language or displaying temper;
- Parents / carers / visitors leaving the reception area unaccompanied;
- Threatening harm or the use of physical aggression towards another adult or child. This includes approaching someone else's child in order to discuss or chastise them and physical punishment against your own child on school premises. (Some actions may constitute an assault with legal consequences);
- Damaging or destroying school property;
- Abusive, threatening, malicious or inflammatory emails, phone or social network messages;
- Smoking, vaping and consumption of alcohol or drugs or accessing the college site whilst intoxicated;

The above behaviours on college premises will be reported to the appropriate authorities. The college may also prohibit an offending adult from entering the school grounds or from certain forms of communication to safeguard our community.

Use of Social Media:

Social media websites are increasingly popular for individuals and groups to post and share information, comments and views. We believe that the same responsibilities and standards should apply to social media as to other forms of communication. This includes refraining from starting or participating in campaigns / complaints against any member of the school community, be it staff or pupil, or parent. Such issues should be dealt with through the college's complaints policy.

In the event that any pupil or parent/carer of a child/ren being educated at MVC 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 make clear rules about the content which can be posted on the site and they provide robust mechanisms to report content or activity that breaches this. The school will also expect that any parent/carer or pupil removes such comments immediately.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly, is the issue of cyber bullying and the use by any member of the school community to publicly humiliate another by inappropriate social media entry. We will take and deal with this as a serious incident of school bullying.

We thank all parents and carers for supporting this Code of Conduct.