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Audience	All stakeholders
Date of review	February 2020
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Our expectations of Parents and Visitors to our school community

At Hanwell Fields Community School (HFCS) we are very proud and fortunate to have a very dedicated and supportive school community. At our school the Parent body, staff, governors, parents and carers alike all recognise that the education of our children is a partnership process between all these parties. Through this partnership, we are all aware of the importance of good working relationships. For those reasons we will continue to welcome and encourage parents and carers to participate fully in the life of our school.

The purpose of this document is to provide a reminder to all parents, carers and visitors to our school about how we expect all parents and visitors to relate to the school. Our school already has a code of conduct for all our employees but this document is aimed at the wider school community so that all can see and understand the expectations on the behaviour of all visitors or those connected with the school.

However, we understand that everyday frustrations can cause misunderstandings and have a negative impact on our relationships. Establishing where this happens, that we remain committed to resolving difficulties in a constructive manner through open positive dialogue is however essential.

In this way we can continue to flourish and progress to achieve, in an atmosphere of mutual understanding.

Behaviours that as a school community we will challenge are:

- Disruptive behaviour which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises.
- Any inappropriate behaviour on the school premises.
- Using loud or offensive language or displaying temper.
- Threatening in any way, a member of staff, visitor, fellow parent/carer or pupil.
- Damaging or destroying school property.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications to anyone within the school community.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff/governors at the school.
- The use of physical, verbal or written aggression towards another adult or child. (This includes physical punishment of your own child on school premises)
- Approaching someone else's child in order to discuss or chastise them because of actions of this child towards their own child. (Such approach to a child may be seen to be an assault on that child and may have legal consequences).
- Smoking, taking illegal drugs or the consumption of alcohol on school premises. (alcohol may only be consumed during authorised events)

- Dogs being brought on to the school premises (other than guide/assistance dogs)

Should any of the above occur on school premises or in connection with school, the school may feel it is necessary to take action by contacting the appropriate authorities and/or sadly, consider banning the offending adult from entering the school premises altogether.

Together we create a positive and uplifting environment not only for the children but also all who work and visit our school.

What happens if someone ignores the expectations?

In the event of any parent/carers or visitor of the school breaking these expectations then proportionate actions will be taken as follows:

In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter. The concerns will, in the first instance, be referred to Thames Valley Police. This will include any or all cases of threats or violence and actual violence to any child, staff or governor in the school. This will also include anything that could be seen as a sign of harassment of any member of the school community.

In cases where evidence suggests that behaviour would be tantamount to libel or slander then the school will refer the matter to the School's Legal Team (United Learning Legal team) for further action. In cases where the behaviour was not libellous, slanderous or of a criminal matter, then the school could/will send out a formal letter to the parent/carers with an invite to a meeting.

If the parent/carers refuses to attend the meeting then the school could/will write to the parent/carers and ask them to stop the behaviour causing the concern and warn that if they do not they may be banned from the school premises. If after this the behaviour continues, the parent/carers will again be written to and informed that a ban is now in place.

Note: (1) a ban from the school can be introduced without having to go through all the steps to offer above in more serious cases. (2) Site bans will normally be limited in the first instance.

Complaints

This code of conduct does not prevent parent/carers from raising a legitimate complaint in an appropriate manner.

In most cases we hope that all complaints and concerns can be resolved through open dialogue with class teachers or other members of staff as appropriate.

Where you are not satisfied with responses received however, we would ask that you then follow the complaints procedure as laid out in our school complaints policy. This is available on the schools website but if you would prefer please contact the school office and we can arrange for a hard copy to be made available.
