



Davison CE High School for Girls

Parent/Carer and Visitor code of conduct

DAVISON

'To live life in all it's fullness and flourish as God intended'

Aim:

We are very fortunate to have a committed and supportive school community where staff, and parents and visitors recognise that the education of our children and young people is a partnership between all of us. Accordingly, we welcome the full participation of our parents in the life of the school, and encourage visitors who enrich the learning experiences of our students.

We expect that all adults in our school environment model the behaviours that we endeavour to teach to our students and provide good role models.

We strive to maintain positive relationships with parents and visitors and, as such, we are committed to resolving difficulties in a constructive manner through open, positive communication.

Our school values and ethos require that all members of our school community can expect to be treated reasonably and with respect. Davison CE High School for girls has a duty of care to its employees and volunteers to protect them from behaviour which is rude, intimidating, abusive, aggressive or threatening.

This code is intended to ensure that there is a clear statement of the expectations we have of the behaviour of parents and visitors on the school site and when communicating with school staff, or speaking about the school and school staff.

We expect parents and visitors to:

- Respect the inclusive, caring Christian values and ethos of the school
- Understand that the values and ethos of the school encompass relationships with staff and volunteers
- Act as a role model to young people in the school
- Treat all members of the school community with respect and dignity
- Respect, and cooperate with, the school's policies, processes and procedures
- Recognise that school staff are endeavouring to act in the best interests of the young people
- Approach the school in a proportionate and measured way
- Recognise that school staff have many competing duties during a typical day which may mean that they are not immediately available
- Understand that requests for meetings without appointment cannot be accommodated and allow time for staff to look into and respond to a query/issue rather than seeking a meeting in the first instance
- Respond calmly when any incident is reported by a child or young person and to remember that is only one perspective. Contact the school to clarify what has happened, so that issues can be resolved swiftly and positively
- Use our Complaints policy appropriately to raise legitimate complaints only after using informal methods outlined in the policy designed to focus on resolution.

Behaviour that is not tolerated:

We are obliged to secure a safe and calm school environment, and to support the well-being of all members of our school community. We cannot accept, and will not tolerate, any of the following behaviours towards any child or adult:

- Disruptive behaviour which interferes with, or threatens to interfere with, the normal business of the school
- Shouting or raising of the voice
- Speaking in an aggressive or threatening tone
- Abusive or aggressive communications
- Behaviour which causes staff or volunteers to feel uncomfortable or bullied
- Swearing
- Spitting
- Language or actions which breach our commitment to Equality and Diversity, for example, racist, sexist, LGBTQ+ phobic
- Threats of non-violent action designed to intimidate staff or volunteers
- Defamatory, offensive or derogatory comments (direct or implied) about any member of the school community, including unfounded and/or blanket comments about the professional competency or motivation of staff or volunteers including on social media
- Damaging of school property
- Approaching someone else's child in order to chastise them because of their actions towards their own child
- Smoking, vaping or consuming drugs or alcohol whilst on school property (alcohol may be consumed only during authorised events)
- Bringing animals onto school premises (other than assistance dogs)
- Physical intimidation e.g. standing close, blocking exit
- Attending the property of staff or volunteers
- Physical contact
- Violence or the threat of violence

This applies to all face to face interaction and also all telephone, email, text, letter or social media communications.

Unacceptable behaviour may result in:

- A letter from the school requesting that the behaviour ceases
- An invitation to attend a meeting to discuss and address the behaviour
- Restrictions on the school's response to communications (any restrictions will be detailed in a letter to the parent/s or visitor concerned)
- A ban on entering school premises
- Complaints/communications being deemed vexatious and the policy for such communication being invoked See Policy for serial and unreasonable complaints
- Information being passed to the police
- Police being called to remove people from the premises
- The school taking legal or local authority advice

Complaints:

This Code of Conduct does not prevent parents or visitors raising legitimate concerns or complaints. Concerns and complaints can be resolved through constructive, open dialogue with members of staff, utilising our Complaints Policy as appropriate.



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