



Oaklands Infant School

Conduct Policy for Parents, Carers and Visitors

and how to raise a concern



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Applies to:	The Corvus Learning Trust as a whole and to all schools in the Trust
Date Adopted by Local Governing Body:	5 th December 2023

Policy Statement:	This is a Corvus Learning Trust policy that will be adopted by all Local Governing Bodies within the Trust
Purpose:	To provide schools with guidance on the conduct expected from parents / carers and visitors
Responsibility for Approval:	Board of Trustees
Responsibility for Updating:	Board of Trustees
Related Policies/Guidance:	N/A

Conduct Policy for Parents, Carers and Visitors and How to Raise a Concern

1. Rationale

The relationship between parents/carers/visitors and this school is greatly valued; partnership working is seen as enhancing the education of pupils in the school. The school believes staff, parents/carers and children are entitled to a safe and protective environment in which to work, learn or visit. Behaviour that may cause harassment, alarm or distress to users of the premises is contrary to the aims of the school.

2. The Aims of this Policy

- That all members of the school community treat each other with dignity and respect
- That all members of the school community are able to work, study or visit without fear of verbal or physical abuse or assault. Abusive comments in a letter, email or shared on social media will also not be tolerated
- That all members of the school community are fully aware of the consequences of threatening or intimidating behaviour

3. Expectations

- That adults set a good example to children at all times, showing them how to get along with all members of the school and the wider community
- That any concerns parents/carers/visitors have about a decision that has been made in school are brought to the attention of school staff in a calm and reasonable manner and at a time that is conducive to the smooth running of the school (e.g. not when staff are supervising children)
- That parents/carers allow reasonable time for school to thoroughly investigate any issues that have come to our attention
- That parents/carers do not approach another child about something which has happened in school
- That no members of staff, parents/carers or children become the victims of abusive behaviour or receive threats from other adults on the school premises. Abusive comments in a letter, email or shared on social media will also not be tolerated
- Physical attacks and threatening behaviour, abusive or insulting language, verbal or written, to staff, Governors, parents and carers, children and other users of the school premises will not be tolerated and may result in withdrawal of permission to be on school premises, reports to the authorities and/or legal action
- Any parent/carer/visitor who is denied permission to be on the school premises will have the right to appeal the decision by writing in the first instance to the Chair of Governors

4. Responsibilities

It is the responsibility of the Head Teacher and Governors to monitor and review this policy.

Guidelines

Quick messages to class teachers

The school appreciates that there may be times when you need to communicate with teachers urgently. If it is a quick 'they're not feeling 100%' then passing that quick message at the classroom door is fine. If it is a more complicated message, then please contact the office to ask Office Staff to pass the message onto the class teacher. Messages about home time and collection arrangements are most useful if noted down and passed to the class teacher or office. All medical appointments during school time must be logged with the school office with as much notice as possible.

School Office contact details for information:

Telephone: 01344 774 644

Email: admin@oaklands-inf.wokingham.sch.uk

Raising a concern to school staff

If parents/carers have a concern about their child (home or school related) then the school would always encourage you to bring that concern to us as soon as possible. In the first instance, please ask for an appointment to speak to the class teacher. Parents/carers should telephone, email or visit the School Office to make an appointment – the School Office or class teacher will always try to get back to you as soon as they can (see 'Raising a concern or needing a longer discussion flowchart' below).

Staff always appreciate parents/carers giving us sufficient time to investigate an issue that they have highlighted, as they may have to speak to several children/staff.

The school's expectation is that any issues can be resolved in a calm and reasonable manner and the school will not tolerate unsuitable behaviour towards any member of the school community. Examples of unsuitable behaviour include:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any area of the school grounds
- Shouting, either in person or over the telephone
- Aggressive, abusive or otherwise inappropriate posting on social networking sites
- Speaking in an aggressive/threatening tone
- Physical intimidation, e.g. standing abnormally close
- The use of aggressive hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting, e.g. slapping, punching or kicking

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- Spitting
- Comments that are intended to insult someone in relation to their age, gender, ethnicity, religion, disability or sexual orientation

This is not an exhaustive list but provides illustrations of behaviour that is considered unsuitable.

Please note all incidents will be logged with the Chair of Governors. Unacceptable behaviour will result in a letter being sent to the person(s) involved and may result in the police being informed. The school reserves the right to take any necessary actions to ensure that members of the school community are protected and not subjected to abuse. School premises are private property and parents/carers are normally granted permission by the school to be on school premises. In cases of abuse or threats to staff, pupils or other parents/carers however, the school may ban parents/carers from entering the school premises.

Oaklands Infant School welcomes visitors.

The School will act to ensure it remains a safe place for pupils, staff and all other members of our community.

If you have concerns, staff will always listen to them and seek to address them.

Please be aware, however, that abusive threatening or violent behaviour will not be tolerated in this school. Visitors behaving in this way are likely to be removed from the premises and prosecuted.

Raising a concern or needing a longer discussion

If parents/carers have a concern about their child (home or school related) then the school always encourages you to bring that concern to us as soon as possible. For 'quick messages to the form class teacher' please see Guidelines on page four of this policy.

In the first instance, contact the School Office to request an appointment with the class teacher.

Please provide as much detail as possible so that the teacher can prepare any information you may need in advance.

The class teacher or the School Office will contact you to arrange an appointment date and time. If the concern can be discussed over the phone, then this is also an option.

If actions are needed these may be discussed or agreed during the meeting or as soon as possible if further investigation or discussion is required.

The class teacher will discuss the concern with relevant parties (Deputy Head/ Headteacher) if necessary.

If for any reason you feel the concern has not been resolved in the first instance, or requires further action please contact staff in the following order:

Deputy Head



Headteacher