

# BORDEN GRAMMAR SCHOOL



## Parent/Carer & Visitors Code of Conduct Policy

Review Responsibility:	Headteacher
Frequency of Review:	3 years
Date Approved:	Mar 25
Approved By:	Board of Trustees
Next Review Due By:	Mar 28

**Safeguarding Statement: The school is committed to safeguarding children and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.**

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## Introduction

The purpose of this policy is to provide a reminder to all parents, carers and visitors to our school about the expected conduct of adults. This is so our school may continue to flourish in an atmosphere of mutual understanding, calmness and safety in the interests of the pupils and staff.



Borden Grammar School is underpinned by a set of values that permeate through everything we do, from the trustees vision and values statement through to the values we use with the pupils at the school.

Whilst all of these values are represented below, the key values that are relevant here are those of kindness and respect.

All relationships in school are based on these values and we expect all adults to model these to the children; staff, parents, carers and visitors. We are very fortunate to have a very supportive and friendly parent body, recognising that educating children is a process that involves partnership between parents, class teachers and the whole school community. Our parents/carers understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our school.

## Purpose & Scope

At Borden Grammar School, we believe it is important to:

- Work in partnership with parents/carers to support their child's learning;
- Create a safe, respectful and inclusive environment for students, staff and parents;
- Model appropriate behaviour for our pupils at all times.

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the Staff Code of Conduct) and pupils (through our Behaviour Policy). This code of conduct aims to help the school work together with parents by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil;
- Anyone caring for a child (such as grandparents or child-minders);
- Anyone representing the parent of a child.

## Our Expectations of Parents and Carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school;
- Work together with staff in the best interests of our pupils;
- Maintain reasonable expectations for staff response to general communications (three working days);
- Use Arbor as a point of reference for communication (please contact the school if you are having difficulty accessing)
- Pre book face to face meetings
- Work with the school to ensure the best possible attendance of their child
- Treat all members of the school community with respect – setting a good example with speech and behaviour, including in written communication;
- Seek a peaceful and reasonable solution to all issues;
- Encourage positive behaviour from their child (or those in their care) at all times, whilst on school premises, to and from school or online where it may impact on the school
- Approach the right member of school staff to help resolve any issues of concern.

### Unacceptable Behaviour

Whilst positive working relationships are entirely the norm in terms of school-home relationships, it is also important to identify behaviours that will not be tolerated where the above expectations are not adhered to;

- Arriving at the school without an appointment and demanding to see a particular member of staff and/or refusing to leave
- Swearing, or using offensive language including sexist, racist or homophobic comments
- Unreasonable demands upon school staff to respond to a parental query, or expectations for staff to communicate outside of normal school hours (8am to 4pm);
- Refusing to work with particular staff without having school agreement;
- Making aggressive, confrontational, abusive and/or threatening calls/texts/emails or other communication;
- Making serial and unreasonable complaints (please see Complaints Policy);
- Using offensive language on or near the school premises;
- Shouting at members of the school staff, either in person or over the telephone;
- Exhibiting threatening behaviour (physical or verbal) towards school staff, other parents/carers or students
- Smoking or consumption of alcohol or drugs whilst on or near school property;
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms;
- Recording of meetings or telephone calls by parents or staff without the explicit prior permission of all involved and in agreement with senior leaders;

## **Breaching the Code of Conduct**

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school may take any of the following actions.

- Ending a meeting or conversation if threatening, aggressive or unreasonable behaviour is displayed;
- Send a warning letter to the parent;
- Not replying to communications that are offensive, abusive, vexatious or derogatory;
- Limiting who the parent is able to communicate with and how the parent communicates with the school
- Invite the parent into school to meet with a senior member of staff or the Headteacher;
- Contact the appropriate authorities. For example, in cases of criminal behaviour the police may be called;
- Seek advice from the local authority or independent legal advice regarding further action (in cases of conduct that may be libellous or slanderous);
- Consider banning the offending adult from entering the school grounds.

The school will always respond to an incident in a proportional way and will only resort to the above when absolutely necessary. The final decision for how to respond to breaches of the code of conduct rests with the Headteacher. However, the Headteacher will consult the Chair of Trustees before either banning communicating with staff and/or banning a parent from the school site. The school will always continue to work in the interests of the child, no matter the relationship with parents or carers.

Whilst the need to apply this policy may be rare, we trust that parents will assist our school with the implementation of this policy, and we thank you for your continuing support of the school

# Appendix 1 - Information for Parents/Carers

Leaflet to be shared with parents/carers and visitors



## Borden Grammar School



### Information for Parents/Carers or Visitors



*“When schools and parents listen to each other and work together, they have a really positive impact on attainment and pupil well-being”*

**- Parentkind**

This leaflet details Borden Grammar Schools expectations for parents, carers and visitors in terms of behaviour and safeguarding. Please refer to the Parent Code of Conduct Policy and our Safeguarding policy on our website for further details.

Please note that any concerns that you may have relating to school should be made through appropriate channels by speaking to the teacher, form tutor and/or head of year in the first instance. If you remain unhappy with your response, then you may contact the relevant assistant headteacher so that it can be dealt with fairly and appropriately for all concerned. If you continue to remain unhappy with the response, then please refer to the school complaint procedure, also to be found on the school website. Thank you in advance.

All relationships in school are based on our Borden values and we expect all adults to model these to the children. Educating children is a process that involves partnership between parents, class teachers and the whole school community. We therefore expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school;
- Work together with staff in the best interests of our pupils;
- Seek a peaceful and reasonable solution to all issues;
- Maintain reasonable expectations for staff response to general communications (48 hours)
- Treat school staff with respect – setting a good example with speech and behaviour including written communication;
- Encourage positive behaviour from those in their care at all times, whilst on school premises;
- Approach the right member of school staff to help resolve any issues of concern.



Our Parent Code of Conduct Policy details unacceptable behaviours exhibited by parents/carers of visitors to the school. Chief amongst these are,

- Making unreasonable demands upon school staff to respond to a parental query
- Continually and unreasonably taking up and wasting staff time;
- Refusing to work with particular staff without having school agreement
- Confrontational, aggressive, abusive or threatening behaviour; including shouting or using offensive language
- Making serial and unreasonable complaints (please see Complaints Policy);
- Recording of meetings or telephone calls by parents or staff without the explicit prior permission of all involved and in agreement with senior leaders;

# Appendix 2 - Information Leaflet

## Appropriate Behaviour

Staff and adults who visit the school are role models for students. We have a duty of care to promote and model positive values:

- behave appropriately and use suitable language that demonstrates that extremist, racist, sexist or homophobic language and attitudes are never acceptable.
- avoid physical contact with a child
- never exchange personal contact details with a child or arrange to meet them outside of the school environment
- never use a personal camera, including mobile phone cameras and smart technology, to take photographs or recordings without prior permission being given

## Fire and Evacuation Procedures

If you hear the fire alarm, leave the building as quickly as possible and assemble on the school field. The member of staff you are with will know where this is and the safest route to take you there.

## Incidents and Accidents

In the event of an incident, accident or you feel unwell, contact main reception though the internal phone system or contact the

## Welcome to our school

Please take a few moments to read this leaflet.

At Borden Grammar School we recognise and promote our responsibilities for safeguarding and health and safety in our community. It is of paramount importance that all who work or visit here understand how they can contribute to looking after one another.

This leaflet has been given to you to make sure you understand what is expected of you. Please ask the Headteacher or Deputy Headteacher if you are unclear about anything in it.

## Visitor Arrival Information

On arrival, please ensure that you sign in at reception and collect a visitor's badge/lanyard. It is imperative that you wear the badge at all times during your visit to our school and it is visible. Please also ensure that you sign out when exiting the school site and hand the visitor's badge/lanyard back to reception.

In accordance with current safeguarding guidelines, visitors who are not enhanced DBS checked will be escorted at all times, and wear a red lanyard.

emergency services directly on 999 or 112 in the event of a serious incident. If injured obtain the assistance of a First Aider, via the main reception.

You must also report to the Site Manager, via main reception, any incidents, accidents or near misses which occur on the school site whether or not any school employees/children were involved.

## Other General Information

Smoke Free policy – our school operates a no-smoking policy throughout the entire site.

Visitor toilets – there are located by main reception and by the Hardy block, please ask the staff at reception for directions.

Access to the internet – all users of our school's systems and wi-fi must comply with the Acceptable Use Policy (AUP). Please ask the Staff at Reception for details.

<b>Swale Early Help:</b> 03000 421162
<b>The LADO Education Safeguarding Advisory Service (LESAS):</b> <i>If your concern relates to the welfare of a child:</i> contact the Front Door Service via the <b>Kent Integrated Children's Services Portal</b> (link below). <i>If you need to make a referral to the LADO regarding an allegation against a member of staff:</i> Complete a LADO referral via the <b>Kent Integrated Children's Services Portal</b> <a href="https://kccchildrens.kent.gov.uk/web/portal/pages/home">https://kccchildrens.kent.gov.uk/web/portal/pages/home</a>
Safeguarding Advice relating to the Welfare of Children is via the <b>Front Door</b> 03000 411111 (Out of hours, after 5pm/urgent calls only, contact: 03000 419191)

All staff members and visitors are advised to maintain an attitude of 'it could happen here' where safeguarding is concerned.

## Safeguarding

At our school we consider the safeguarding of our children to be of paramount importance. Therefore, everyone on our site must be responsible for safeguarding and protecting children, and aware of our procedures.

If you have a safeguarding or child protection concern about a child, discuss your concerns with the DSL (Mrs Brooker), or in their absence, with a Deputy DSL (Mr Brinn, Mr Westby or Mrs Zarzycki), as soon as possible, before the child leaves for the day. It is important that the child is not sent home at the end of the day without taking the right protective action.

If you have a concern about a member of staff, discuss your concerns with the Headteacher (Mr A Tomlin) If you have a concern about the Headteacher, contact the Chair of Trustees (Mrs S Mendoza).

The staff at reception will provide details.

## Dealing with a Disclosure

If a student makes a direct disclosure, complete a green incident form, available



## Borden Grammar School

Avenue of Remembrance,  
Sittingbourne, ME10 4DB

01795 424192

## Information Leaflet – for visitors, agency and external staff

Designated Safeguarding Lead: Mrs M Brooker

Deputy Safeguarding Leads: Mr C Brinn, Mr T Westby and Mrs N Zarzycki

from reception, and you must follow this guidance:

- Listen carefully and actively to what is being said without displaying shock or disbelief.
- Only ask TED questions when necessary to clarify (TED = tell, explain, describe).
- Allow the child to talk freely – do not put words in the child's mouth.
- Record factually what the child tells you or what you have observed.
- Reassure the child that what has happened is not his or her fault.
- Do not promise confidentiality or to keep a secret.
- Make sure our student knows you are going to pass the information on to the DSL.
- Stress that it was the right thing to tell.
- Do not criticise the alleged perpetrator.
- Inform the DSL without delay.
- Complete the welfare concern form and pass it to the DSL.
- Dealing with a disclosure from a child and safeguarding issues can be stressful. Consider seeking support for yourself and discuss this with the DSL.