



Borden Grammar School

Parent/Carer and Visitors Code of Conduct Policy

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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.

Author: HEADTEACHER

Appropriate Trustee Committee: Finance and Resources Committee

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Parent/Carer and Visitor Code of Conduct

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 and 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 Edulink 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;
- 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 abusive 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;
- Insist that the adult communicates with the school through specific staff only or via email/written communication only;
- 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 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

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;
- 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
- 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;

Borden Grammar School

Safeguarding and Child Protection Information

Information for Visitors, Agency and External Staff

Welcome to Borden Grammar School

Please take a little time to read and familiarise yourself with the information within this leaflet.

At Borden Grammar School, we take the welfare of and safety of all our community very seriously and consider it of paramount importance that all who work or visit here understand how they can contribute to looking after one another.

This information leaflet contains important information regarding our safeguarding and child protection procedures.

Types of Abuse

There are four main types of abuse

- **Emotional**
- **Physical**
- **Sexual**
- **Neglect**

It is very hard to identify initially what abuse a child may be subjected to, but if you see, hear or are told something that makes you feel that “something isn’t quite right”, then it is your duty to report your concern to the Safeguarding Team.

You must never promise a child that you will keep secret something that they wish to tell you. In such circumstances, you must always advise that you will need to pass on information to the Designated Safeguarding Lead or Deputy, if you are told something that gives you concern for the student’s safety or wellbeing. The Safeguarding Team will always take reports seriously.

Additionally, we recognise that it is not just in the physical world that students may encounter abuse. Young people and adults can also become victims online. We advise our students and staff to:

- **never give out personal information online and to be very mindful that anything posted or shared online – including photos – may well be shared with a wider audience than intended.**
- **keep privacy / security settings to the highest level possible**
- **never arrange to meet someone whom they have met online**
- **Report online abuse via the school and / or via CEOP. (A link to CEOP can be found on the home page of the school website.)**

What is the Prevent Duty?

All schools have a duty under Section 26 of the Counter-Terrorism and Security Act 2015 to have “due regard to the need to prevent people from being drawn onto terrorism”. This duty is known as The Prevent Duty.

It may be difficult to recognise the signs of a young person being radicalised.

However, if you notice changes in behaviours, growing hostility, expressed opinions that may include extremist groups or just a feeling that “something isn’t right”, then please report it.

At Borden Grammar School staff are aware of a range of other safeguarding concerns, including: Child Sexual Exploitation (CSE), Radicalisation and Extremism (The Prevent Duty), Sexual Violence and Harassment between children, Honour Based Violence (including Female Genital Mutilation), Peer on Peer Abuse, Gangs, County Lines, Violence and Exploitation.

Other Safeguarding Issues

Safeguarding encompasses other issues as well as those that would be considered as child protection/ abuse matters. For instance if children are accessing inappropriate content on the internet, being bullied or are self-harming, concerns need to be passed onto the Safeguarding Team. The Designated Safeguarding Lead (DSL) or Deputy can then consider whether they need to take action, or pass the issue on to other appropriate pastoral staff. Either way, any concerns you report will be taken seriously.

How Do I Report a Concern?

At Borden Grammar School we report safeguarding concerns on the CPOMS system, which go directly to the DSL or Deputy DSLs. Please ask the Receptionist if you wish to report a concern so this can be recorded on CPOMS.

However, if you are unsure about whether to report an issue, please do not hesitate to ask for the DSL or Deputy who can provide guidance.

The staff whom you should consult about Safeguarding are listed on the back page of this leaflet.

The Safeguarding Team

Information about the Safeguarding Team is displayed in every room in the school.

The Designated Safeguarding Lead (DSL) is Mrs M Brooker, Assistant Headteacher. She is the person to seek as a first port of call if you have a safeguarding concern or issue to report.

mbrooker@bordengrammar.kent.sch.uk

Miss R Powell, Assistant Headteacher in charge of Key Stage 4 is also trained as Safeguarding Lead: rpowell@bordengrammar.kent.sch.uk

Mr C Brinn, Assistant Headteacher in charge of Key Stage 5 is also trained as Safeguarding Lead: cbrinn@bordengrammar.kent.sch.uk

Mr J Weller, Associate Assistant Headteacher in charge of Key stage 3 is a Deputy Safeguarding Lead

jweller@bordengrammar.kent.sch.uk

Mrs N Zarzycki, SENDCo & Specialist Advisor is a trained safeguarding lead:

nzarzycki@bordengrammar.kent.sch.uk

If you are unable to contact either Mrs Brooker, Miss Powell, Mr Brinn, Mr Weller or Mrs Zarzycki then see any other member of the Leadership Group:

Mr A Tomlin – Headteacher or Mr G Mulligan - Deputy Head

atomlin@bordengrammar.kent.sch.uk gmulligan@bordengrammar.kent.sch.uk

