



THE WEST GRANTHAM  
CHURCH OF ENGLAND  
PRIMARY ACADEMY



DIOCESE OF SOUTHWELL  
& NOTTINGHAM  
MULTI ACADEMY TRUST

## **SNMAT Code of Conduct for parents, carers and visitors**

The purpose of this code of conduct is to provide the expectations around the conduct of all parents, carers and visitors connected to SNMAT partner academies.

As a Trust, we are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. However, we understand that everyday misunderstandings can cause frustrations and have a negative impact on relationships. Where issues arise or misconceptions take place, please contact your child's teacher in the first instance, or the school office if you are a visitor, and they will go through the issue and hopefully resolve it. If this cannot be resolved, then the next step will be to speak to the Headteacher. Where issues remain unresolved, please follow SNMAT's complaints procedure. This is available on the SNMAT website as well as the individual academy websites.

This code aims to clarify the types of behaviour that will not be tolerated and expects parents/carers/visitors to: -

- Act in accordance with this code of conduct at all times.
- Support and reflect the school's ethos and values through their behaviour.
- Set a good example to pupils through their behaviour and the way they interact with staff, pupils and other adults.
- Work together with staff for the benefit of their child.
- Treat all governors, staff members, pupils, other parents and any other individuals connected to the school with dignity and respect.
- Work with staff members to resolve any issues of concern.
- Where appropriate, clarify their child's version of events with the school to bring about a peaceful solution to any issue.
- Correct their child's behaviour appropriately, particularly on the school grounds where it could otherwise lead to conflict or aggressive or unsafe behaviour.
- Respect the school's property and environment by keeping it clean and tidy.
- Follow the school's parking rules and procedures for dropping-off and collecting pupils from school.
- Dress in an appropriate manner when on the school premises and attending school events. Be mindful of setting a good example for pupils.

To be read in conjunction with: the SNMAT Complaints Policy for parents, carers and visitors and the SNMAT Procedure Implementing the Complaints Policy (approved by the Board of Directors – ...October 2019)

**Behaviour that will not be tolerated:**

- Disruptive behaviour which interferes or threatens to interfere with any of our partner academies normal operation or activities anywhere on the school premises.
- Any inappropriate behaviour on the school premises.
- Using loud, abusive or offensive language or displaying temper.
- Making racist or sexual comments.
- Threatening in any way, a member of staff, visitor, fellow parent/carer or child.
- Causing intentional damage to school property.
- Breaching the school's security procedures.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the school community.
- Defamatory, offensive or derogatory comments regarding the academy or any of the pupils/parents/staff/governors at the school on Facebook or other sites
- 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 the actions of this child towards their own child. (Such an 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)
- Domestic pets being brought on to the school premises (other than guide dogs or authorised pets, i.e. pet therapy dog).

**Any display of inappropriate behaviour will be managed in a variety of ways, depending on the severity of the situation. This could include the following:**

- A meeting with the Headteacher
- Barring the parent from the school premises
- Contacting the police
- Seeking legal redress through the courts
- Restricting channels of communication, e.g. no longer allowing emails to be sent directly to staff
- Reporting the content that has been posted online to the website's admin
- Referring the case to children's social case, where behaviour indicates that the parent poses a risk to children.

For further information as to how academies manage behaviour, please contact the individual school to ask for copies of their local policies.