



POLICY FOR PARENT/CARERS ON SCHOOL SITE

Alwyn Infant School and Courthouse Junior School

Owned by: Executive Headteacher

Date: 25/01/2024

Last reviewed on: NA

Next review due by: Summer 2025

Mission Statement

Alwyn Infant and Courthouse Junior Schools have the highest of expectations of ourselves and each other and we will not put a ceiling on achievement. We will treat everyone fairly and equally and will always embrace difference and diversity. Kindness and respect are at the heart of what we do. The rich and varied experiences and opportunities we offer mean that people will leave us better prepared for the next stage in their life journey.

Alwyn Infant and Courthouse Junior Schools Behaviour Policies are by our Federated Values:

- Showing kindness
- Building Belonging
- Doing the right thing/Make good choices

The purpose of this policy is to:

- Inform key stakeholders of expectations and procedures within the school
- Clarify channels of communication
- Establish expectations of all parties when on school premises

This policy needs to be read in conjunction with the school's:

- Anti-Bullying Policy
- Behaviour Policy
- Child Protection and Safeguarding Policy

Parents/Carers - What to Do if You Wish to Speak with a Teacher

At the beginning of the school day staff are usually too busy to talk with parents/carers about their child for any length of time but you can ask to make an appointment or communicate with the office. The end of the day is also a busy time so please wait until members of staff have ensured that all children are safely delivered to their parents/carers.

Remember to stand well back from the door so that staff and children can see. Teachers will then be happy for you to speak with them at that point, or at least make an appointment for a mutually convenient time.

Please remember, that whatever your issue or concern, the best approach for resolving problems is one of calm, reason and willingness to listen. Staff will always be happy to listen and help where they can under these circumstances.

If parents/carers are unsure of who to speak to if they have a concern or complaint, there is a flow chart that outlines who to speak to, in what order which will likely lead to a more timely and efficient resolution to any concerns. This flow chart also outlines who to speak to next if a parent/carer feels that their concern/complaint has not been resolved upon initial contact. If you wish to speak with another member of staff, please contact them or make an appointment through the school office.

Always remember that whatever your business, staff have a right to be treated with respect. Shouting, intimidating and abuse is considered inappropriate behaviour and can be harmful where children witness this. It will create a negative relationship between school and home which is extremely unhelpful to all concerned.

Procedure for addressing parents/carers who fail to behave in accordance with school policy on the school site

Our school rules, policies and vision set out the way in which members of the school community must behave. It is essential that all members of the school community adhere to these so that we can ensure that children are safe and happy at school and are learning to become good, caring and respectful members of the community.

The adults have a responsibility to provide good role models for this. It is essential that adults treat each other with respect and care so that they also feel safe and happy on the school site. Children, staff and parents/carers at school must not be exposed to the minority of parents/carers or other adults who cannot express themselves with respect and calm. This is fundamental to the ethos and policies of all schools.

Our schools handle a range of issues across all year groups in a normal school day. The schools have an experienced staff who have the children's welfare as their prime focus. We ask for the respect and trust of parents/carers when we deal with their children. We expect parents/carers to engage with staff in discussion about children and be prepared to accept information and decisions made about children in school. The best interests of all concerned will be considered in making these decisions. We also wish to ensure good relationships between home and school for the benefit of the children. This requires that staff and parents/carers listen to each other, deal with issues calmly, without shouting and show respect for each other in what they say and how they behave. The school cannot allow a situation where incidents at school frequently create a negative reaction between home and school. We therefore hope that parents/carers trust our judgement and support our actions.

Here is the procedure for dealing with adults who do not support the school in this way:

1. If a member of staff feels that they have been spoken to abusively or with disrespect, they should report it immediately to their line manager. Strategies for dealing with the situation will be discussed. A meeting may be arranged between the parent/carer and teacher with the Year Leader present.
2. If the matter is not resolved or recurs, it will be referred to a Senior Leader. This will be formally logged, and a decision will be made on whether to arrange an interview with the parent/carer.
3. If the situation remains ongoing, or is a Safeguarding concern the Head of school will write a formal letter to the parent/carer (copied to the Chair of Governors) outlining the concerns and warning of a possible ban from the school site. This may also lead to the parent/carer having to attend a formal interview with the Head of school.
4. In the unlikely event that the matter is still not resolved, the Executive Head will make a decision, with advice from the LA and the Chair of Governors, to issue a school site ban.

The Anti Bullying Policy and Parents/Carers on the School Site

Our Anti-Bullying Policy states that parents/carers have no right to approach other parents/carers or children with regard to allegations of bullying and should refer the matter to the class teacher in the first instance. These concerns will be passed on to the Pastoral Manager and/or a member of the Senior Leadership Team for action. Any further concern a parent/carer may have after the issue has been addressed can be directed to the Head of school and or the Executive Headteacher.

Parents/carers and staff should always treat each other with trust and respect when discussing matters concerning their children.

All staff and governors agree that any adult found to be using inappropriate behaviour/unacceptable conduct towards other adults or children as in the following instances should be dealt with using the following steps:

An adult other than a member of staff approaches another child	The adult will be spoken to immediately and the issue investigated by a member of staff. This will be reported to the Senior Leadership Team and recorded. The adult will receive a warning letter.
An adult other than a member of staff approaches a parent/carer	The parent/carer should report this to the member of staff on duty or member of the Senior Leadership Team. The offending adult will be spoken to on the same day and reminded that we have a zero tolerance of inappropriate behaviour. If this reoccurs, a letter will be given to the parent/carer immediately, warning they could be banned from the school site.
An adult approaches a member of staff	This should be reported immediately to the line manager and investigated. The matter will be reported to the Senior Leadership Team. If this reoccurs, they will be given a warning letter by a member of the Senior Leadership Team. This warns a parent/carer that further incidents could lead to a ban from the school site.
Recurring inappropriate behaviour	If an adult continues to use inappropriate behaviour, they will be referred to the Policy for Parents/Carers on the School Site. If the inappropriate behaviour is still not corrected, there will be an meeting with the Head of school and if necessary, the Executive Headteacher and a Governor. This can then lead to a ban from the school site.
Inappropriate behaviour of a member of staff	A member of staff who continues to use inappropriate behaviour will be referred to the Staff Disciplinary Policy/Code of Conduct where it outlines the procedures towards disciplinary action

Communications Procedure

