



Toton  
**Bispham Drive**  
Junior School  
*Ad esse optimum*

## **Parent/Carer Code of Conduct**

### **School Vision**

At Bispham Drive Junior School we want every child to be the hero of their own story. We help them to understand that each week is a new adventure that will present challenges, occasional setbacks and many successes. They will learn to grasp every opportunity and overcome any obstacle to leave our school with greater independence, ready to become the remarkable young adults they all have the potential to be.

**We are proud of the fact that we enjoy good relationships with the vast majority of parents and carers.**

### **Parent/Carer Expectations of school**

Parents can expect an open and mutually respectful relationship with school and should a concern arise, it will be taken seriously and dealt with in a timely and courteous manner by all and in line with existing school policies.

### **School expectations of parents and carers in relation to staff and other parents**

Our whole school community has respect and kindness at its core. Everyone expects to be treated with courtesy and not to be subject to the use or threat of:

- Verbal abuse
- Physical abuse
- Threats of posting negative comments on social media (see Appendix 1 on reverse) or reporting to OFSTED
- Demands for meetings at unreasonable times and or unreasonable length, without prior notice
- Attempts to dictate management decisions
- Frequent or repetitive meetings about an issue that has already been dealt with
- To incite other parents to join or make a complaint

These actions are detrimental to the wellbeing of pupils, parents and staff.

Children, their families and school staff are entitled to feel safe and supported from the point of drop off to collection at the end of the school day.

Such actions will be regarded as bullying and this school will respond proactively to support their staff and to ensure a safe environment. In cases such as these, sanctions may include restricted contact with school or a ban from the school premises. Full details can be found in the 'Policy for dealing with Persistent or Vexatious Complaints/Harassment in School'.

## **Appendix 1 – Inappropriate use of Social Networking Sites**

**Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/pupils. The Governors of our school consider the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, so they can be dealt with fairly, appropriately and effectively for all concerned. If you believe further action is required please refer to our Complaints Policy on the school website.**

**In the event that any pupil or parent/carer of children being educated at our school is found to be posting libellous or defamatory comments on Facebook or other social network sites, they may be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. Our school also expects that any parent/carer or pupil removes such comments immediately.**

**In serious cases the school will also consider legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly, is the issue of cyberbullying and the use by one child or a parent with the intention to publicly humiliate another by inappropriate social network entry. This will be dealt with as a serious incident of school bullying.**

**Thankfully such incidents are extremely rare.**