MARNER
PRIMARY SCHOOL

Parent Code of Conduct and Communication Policy

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Parent code of conduct and communication policy

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1. Purpose of policy

At Marner Primary School, we believe it's important to:

- *Work in partnership with parents to support their child's learning*
- *Create a safe, respectful and inclusive environment for pupils, staff and parents*
- *Model appropriate behaviour for our pupils at all times*
- *Uphold our values of behaviour for all (respect, happiness, growth, hope, motivation and community)*

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)*

2. 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 understanding that our staff are here to put children first*
- *Treat all members of the school community with respect*
- *Seek a peaceful and thoughtful solution to all issues*
- *To bring your child to school on time and every day they are well*
- *Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct*
- *Approach the right member of school staff to help resolve any issues of concern for example if you have a concern with your child you should contact the Class Teacher for a meeting in the first instance*
- *To not bring sweets and chocolates of any kind to be shared in class or on the playground due to allergies and pupil health concerns*

Communication between Parents and School

How does the school communicate with families?

Communication	When	Information
Weekly School Newsletter	Every Friday / Monday Sent to email, Class Dojo, noticeboard, QR code and paper copies in Reception	Provides an insight into school life, giving information on current themes and achievements
Half Termly Dates: 'What's on'	Every half term Sent to email, Class Dojo, noticeboard and QR code - paper copies on request	Gives an overview on what is going on each half term
Class Dojo School Story / Class Story	As and when	Used to publicise individual events in school, themes and reminders
Meet the Teacher meetings	Autumn Term	A chance to meet your child's new teacher and find out useful information for the year
Curriculum Leaflets	Every Term	Overview of learning being taught in your child's year group
Parent Coffee Mornings	Every Friday (see coffee morning schedule for details on school noticeboard and Class Dojo)	Various parent workshops that provide guidance for parents in how to support their children's development and learning
Parents' Evenings	Autumn and Spring Term	1:1 meeting with teacher to discuss child's academic progress
End of year Report	End of Summer Term	Individual report written by your child's class teacher *with option of meeting the class teacher*
School Website (new website coming in Spring Term 2024)	All year round	Policies and useful information for parents including further information on the school curriculum. Paper copies are available upon request
Admin / Integris Email / Text Message	As and when	Used to send out the newsletter and other school
Senior Staff at School Gates	Pick up and drop off	Saying hello, answering quick questions and queries (see below)
Term Dates	Annually – released in Spring Term and available on school website	All school session times for pupils, INSET days and holiday dates

We expect parents, carers and visitors to communicate using the following systems to ensure the effective communication with families:

Communication	Reason
Office Telephone: 020 7987 2938	**In case of an emergency**
Telephone: 020 7987 2938	• Reporting child's absence • Reporting lateness • Reporting early collection for an appointment • Reporting that a child has forgotten something
Email : enquiries@marner.towerhamlets.sch.uk	• Most general information can be found on the school newsletter, Class Dojo and website. If not please email the office. • Request for leave during term time • If there are permanent changes to collection
Class Dojo message to set up a meeting	• To discuss an incident (request meeting) • To discuss how your child is progressing in school • *Please note – teachers are not desk based and will not see messages throughout the day. Teachers will aim to respond within 48 hours*
SEND (Special Educational Needs) queries	• Queries and Questions about SEND
Parental Engagement Officer on the gate each morning, Friday coffee mornings and via school telephone and admin email.	• Parental Engagement • Workshops • Coffee Mornings
Senior Leadership Team Email: enquiries@marner.towerhamlets.sch.uk	• Serious Incident • Communication around wider school matters
If there is any doubt, please email or telephone the school office.	

- *The school will respond to emails within approximately 48 hours (2 working days)*
- *The school will endeavour to set up a meeting as requested within 5 working days*
- *Staff on gate duty are primarily there to ensure the safety of pupils in the morning and after school therefore we ask you not to start long conversations / meetings with staff on the playground. If a parent needs a long conversation, a meeting or phone call should be booked through the admin team using the email as above.*
- *Parents should appreciate the importance of when not to have conversations with staff in front of children, especially if there is a difference of opinion because this undermines the school / professional staff member*
- *To use the Class Dojo message feature for short, non-urgent messages only*
- *To not discuss confidential issues with administrative staff who are there to pass the message on only*

3. Behaviour that will not be tolerated

- *Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)*
- *Swearing, or using offensive language*
- *Racist, homophobic, misogynistic, faith hate or any other hate-based language or behaviour*
- *Displaying a temper, or shouting at members of staff, pupils or other parents*
- *Confronting pupils, parents or staff in an inappropriate manner*
- *Threatening another member of the school community*
- *Sending abusive messages to another member of the school community, including via text, email or social media*
- *Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms including Whatsapp*
- *Use of physical punishment against your child while on school premises*
- *Any aggressive behaviour (including verbally or in writing) towards another child or adult*
- *Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention*
- *Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)*
- *Possessing or taking drugs (including legal highs)*
- *Bringing dogs onto the school premises (other than guide dogs)*
- *Spitting on the ground in or around the school premises*

4. Breaching the code of conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

Depending on the nature of the incident, the school may then:

- *Send a warning letter to the parent*
- *Invite the parent into school to meet with a senior member of staff or the headteacher*
- *Contact the appropriate authorities (in cases of criminal behaviour)*
- *Seek advice from our legal team regarding further action (in cases of conduct that may be libellous or slanderous)*
- *Ban the parent from the school site*

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the headteacher. The headteacher will consult the chair of governors before banning a parent from the school site.