

Wellington School



Honesty

Community

Excellence

Fairness

Endeavour

Parent Code of Conduct

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1. Purpose and scope

At Wellington School, we believe it is 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

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 Relational Behaviour Policy and Wellington Way).

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/foster carer)

2. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of the School
- Work together with staff in the best interests of our pupils
- Treat all members of the school community with respect and kindness – setting a good example with speech and behaviour
- Seek a peaceful solution to all issues
- Correct their own child's behaviour (or those in their care), where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of School staff to help resolve any issues of concern

- Parents/Carers are able to directly message their child's form tutor, pastoral manager, Director of Key Stage and timetabled staff through Class Charts. Staff will also be able to contact you directly.
- Staff aim to respond to messages within 48 hours- Staff teach hundreds of children a day and will not reply instantly, even if they have read your message.
- You should not expect a response outside of working hours, but some staff may reply at a time that suits their working patterns. That is down to the individual member of staff. They will not expect an instant response either.
- Formal or urgent communications e.g., safeguarding issues/complaints should still be directed to: **admin@wellington.trafford.sch.uk** or for the SEND department: **sen@wellington.trafford.sch.uk** or via the main switchboard on 0161 928 4157

3. Behaviour that will not be tolerated:

- Disrupting, or threatening to disrupt, School operations or events (including School events off the grounds e.g. away sport fixtures)
- Swearing, or using offensive language on-site, towards staff or students at School events (including School events off the grounds e.g. away sport fixtures)
- Displaying dysregulation, or shouting at members of staff, pupils or other parents
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email or social media
- Persistently harassing staff members via Class Charts, email or telephone
- Being critical of staff via Class Charts, email or telephone when they are carrying out the job that has been asked of them
- Unreasonable demands upon school staff to respond to a parental query, or expectations for staff to communicate outside of normal working hours
- The school does not permit electronic recordings of meetings or telephone calls by parents or staff without the explicit prior permission of all involved, and in agreement with Senior Leaders
- Making serial, unreasonable and vexatious complaints or requests (e.g. multiple Subject Access Requests)
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Any aggressive, intimidating behaviour (verbally or physical) towards any member of the school community (including your own child)
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention

- Being under the influence of alcohol, drugs or legal highs whilst on site or on the telephone
- Bringing dogs onto the school premises without permission (other than guide dogs or medical assistance dogs)

Issues of conduct with the use of social media

- Most people take part in online activities and social media. It's fun, interesting and keeps us connected. There are various online school groups managed by parents for parents, such as school Facebook pages and WhatsApp groups, and they can be a wonderful source of knowledge, support and advice. We encourage you to positively participate if you wish.
- Within these spaces, we ask that you use common sense when discussing school life online.

Think before you post

- We ask that social media, whether public or private, should not be used to voice complaints against the school, identifiable school staff, parents or pupils.
- We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, pupil or member of staff.

Online activity which we consider inappropriate:

- Identifying or posting images/videos of pupils
- Abusive or personal comments about staff, pupils or other parents
- Bringing the school into disrepute
- Posting defamatory or libelous comments
- Emails circulated or sent directly with abusive or personal comments about staff or pupils
- Using social media to publicly challenge school policies or discuss issues about individual children
- Threatening behaviour
- Breaching school security procedures

If parents have any concerns about their child in relation to the school they should:

1. Initially contact the relevant member of staff
2. If the concern remains, they should contact the Headteacher
3. If still unresolved, they should contact the School Governors through the complaint's procedure (published on the School website)

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.

Should any of the above behaviour occur on school premises, the school may take any of the following actions:

- Ending a meeting if this behaviour is displayed
- Not replying to communications that are offensive, abusive or derogatory
- Send a warning letter to the parent
- Insist that the adult communicates with the school through one member of staff only

- Seek advice from our legal team regarding further action (in cases of conduct that may be libelous or slanderous)
- Contact the appropriate authorities (Police)
- Banning the parent from the School grounds and School events
- Suspending a parent's Class Charts account

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.

We thank you for your cooperation in adhering to the above Parent Code of Conduct.