

# Parent, Carers and Visitors Code of Conduct



**Leytonstone**  
SCHOOL

<b>Approved by:</b>	Governing board	<b>Date:</b> <span style="background-color: yellow; display: inline-block; width: 100px; height: 1em;"></span>
<b>Last reviewed on:</b>	September 2023	
<b>Next review due by:</b>	September 2027	
<b>The information is communicated by the following means</b>		
<b>Governors</b>	GovernorHub	
<b>Staff</b>	Policy folder in the staff shared area and email	
<b>Parents</b>	School website	
<b>Pupils</b>	School website	

At Leytonstone School, we are committed to working in partnership with our families in order to help our young people be the best they can be.

We want parents and carers to participate fully in the life of the school and they are warmly welcomed as visitors to our school.

We will share any concerns we have about your child promptly, we will celebrate their successes and we will respond as soon as we can when a parent or carer raises a concern.

We will always be courteous, polite and will treat visitors to the school with respect. We will always listen to parents and carers and if we get things wrong we will work with families to put things right as soon as possible.

In return, we ask our parents, carers and visitors to follow this code of conduct and treat our staff with respect and courtesy when on the site, when emailing, when calling the school and in any other dealings with us.

### **We expect parents, carers and visitors to:**

- Respect the ethos of our school.
- Understand that staff and parents/carers need to work together for the benefit of their children.
- Demonstrate that **all** members of the school community have a right to be treated with respect.
- Set a good example with their own speech, email etiquette and behaviour. ● Communicate politely and respectfully at all times when on the school site or via email. ● Seek to bring about a peaceful solution to any issue/s.
- Always initially approach the school to help resolve any issues of concern and not take matters into their own hands when attempting to solve issues involving other pupils at the school.
- Understand that staff are not immediately available without an appointment and that it is always better to call ahead, rather than just to turn up to the school's reception. ● Understand that the school has to remain a safe and secure building where visitors and parents may only enter the building by invitation and when supervised by a member of staff.

### **Conduct in meetings:**

- Meetings and telephone conversations with parents/carers must always be carried out in a calm and courteous manner
- We will all listen to each other's point of view and work to aim to positively resolve any issues.
- Voices will not be raised and appropriate language will be used by all parties. ● Meetings to discuss a child will only involve persons named and identified with parental responsibility. Permission to allow any other adult into a meeting must be agreed with the school in advance.
- Meetings must be carried out in the spirit of mutual trust.
- Meetings and telephone calls with school staff must not be recorded on any kind of electronic device without the permission of the school.

### **Conduct via email:**

- Emails will be respectful in tone and will avoid using negative or accusatory language. ● The

school will initially respond to emails within 72 hours (three working days) of receiving them.

- Excessive numbers of emails sent in quick succession are not appropriate if an issue is being investigated and the school has made an initial acknowledgement.
- Excessive numbers of emails about matters which have been investigated and closed by the school are not appropriate.
- Emails will avoid all caps and multiple exclamation points.
- Salutations and closings must be professional in nature.
- If possible, emails will not be sent to school staff over the weekend unless there is an emergency.
- Emails must request a reasonable action. This may be a follow up meeting or some other task which the school can carry out. Emails must not take the form of venting rants.

### **Conduct on social media platforms (WhatsApp):**

- WhatsApp groups should be used as a vehicle to build supportive communities and to share reminders about school events and activities
- WhatsApp forums should not be used to air views or grievances regarding any members of staff, child or parent in the school or any aspect of school life.
- WhatsApp forums should not be used to share personal details, photographs or videos of pupils or staff without the written permission of the school.

Families are reminded that WhatsApp groups are not an official channel for school communications and the school shall not post on them. Should there be any cause for families to raise concerns or complaints this is best directed to the school or via the school's complaints policy.

**If a visitor's behaviour or language causes alarm, concern, or if a member of staff feels threatened, the conversation/communication will be terminated and the visitor asked to leave the school site. Similarly, telephone and email conversations will be terminated if rude, inappropriate language is used, or the member of staff feels threatened.**

**Any concerns over visitor conduct will be referred to the Headteacher and will be dealt with under the terms of the school's policy on managing aggressive or inappropriate behaviour from parents/carers and visitors.**