

Parent, Carers and Visitors

Code of Conduct

Heathcote School and Science College



Approved by the Governing Board:	Summer 2024
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To be reviewed:	Every 3 Years
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Next review due:	Summer 2027
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Other Documentation

This policy should be used in reference with the following documents:

- Behaviour Policy
- Complaints Policy
- Persistent Complaints Policy
- Safeguarding Policy

Introduction

At Heathcote, we are committed to working in partnership with parents to help our young people be the best they can be.

We encourage parents/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, promptly, celebrate success and respond as soon as we can when a parent or carer raises a concern.

We will always be courteous, polite and treat visitors to the school with respect.

We will always listen to parents and if we get it wrong we will work with parents 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 calling the school and in any other dealings with us.

We expect parents, carers and visitors to:

- Respect the caring 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 and behaviour
- Talk politely and respectfully at all times when on the school site
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue
- Correct their child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour
- Avoid acting independently and approach the school to help resolve any issues of concern
- 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
- Understand that the school has to remain a safe 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 must always be carried out in a calm and courteous manner
- We will all listen to each other's point of view
- 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

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

Meetings and telephones conversations will be terminated if it becomes apparent that a parent or visitor is, or has been, attempting to record the conversation or the member of staff feels threatened by the way that a visitor is speaking to them.

Any concerns over visitor conduct will be referred to the Headteacher and may be dealt with under the terms of the schools Policy on managing aggressive or inappropriate behaviour from parents and visitors