



# Rotherhithe



## Parent Code of Conduct

**We have a zero-tolerance policy of behaviour that does not adhere to our code of conduct**

### Introduction

We are very fortunate to have a supportive and friendly parent body. Our parents recognise that educating children is a process that involves partnership between parents, class teachers and the school community. As a partnership, our parents/carers will understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our school.

We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. However, we understand that everyday misunderstandings can cause frustrations and have a negative impact on relationships. We will attempt to resolve any issues or misconceptions that take place. Please speak to or arrange an appointment with the appropriate person following the communication protocol attached. (See Appendix 1) Where issues remain unresolved, please follow the school's complaints procedure. This is available on the school website or a copy can be requested from the school office.

### Purpose and Scope

The purpose of this policy is to provide a reminder to all parents, carers and visitors to our school about the expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding.

### Guidance

We expect parents, carers and visitors to:

- Respect the caring ethos and values of our school
- Understand that both teachers and parents need to work together for the benefit of their children.
- Demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour.
- 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 own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Approach the school to help resolve any issues of concern.

- Avoid using staff as threats to admonish children's behaviour.

### **In order to support a peaceful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following:**

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the school grounds including team matches.
- Using loud/or offensive language, swearing, cursing, using profane language or displaying temper.
- Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent/carer or child regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying school property.
- Abusive or threatening e-mails or text/voicemail/phone messages or other written communication
- Defamatory, offensive or derogatory comments regarding the school or any of the children/parents/staff, at the school on Facebook or other social sites. Any concerns you may have about the school must be made through the appropriate channels by speaking to the class teacher, member of the Senior Leadership Team, Head of School, Executive Head or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.
- The use of physical aggression towards another adult or child.
- Approaching, photographing or filming someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Smoking and consumption of alcohol or other drugs whilst on school property.
- Dogs being brought on to school premises (with the exception of guide dogs)

### **What happens if someone ignores or breaks the code?**

In the event of any parent/carer or visitor of the school breaking, this code then proportionate actions will be taken as follows:

#### **Serious criminal threats**

In cases where the unacceptable behaviour is considered to be a serious and a potentially criminal matter, such as acts of actual violence or intimidating threats of violence towards any child, staff or governor in the school, including forcing entry onto the school premises, the concerns will in the first instance be referred to the Police. The parent or visitor will also be barred from entering the school premises.

## Harassment and libel

Social Network Sites and Social media websites are increasingly being used inappropriately to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/children. The Governors considers 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 following the communication protocol. In the event that any student or parent/carer of a child/ren being educated in the school is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will 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. The school will also expect that any parent/carer or student removes such comments immediately. Cyber bullying and the use of social media by parents to publicly humiliate or threaten another's child will be dealt with seriously and will be reported to the appropriate channels. In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites.

## Inappropriate conduct

In cases where the code of conduct has been broken but the breach was not libellous, slanderous or a criminal matter, then the school will formally invite the parent in to meet with the Head of School or Executive Head Teacher to discuss the issues and remind parents of their duty to follow the Code of Conduct. This may include a warning of a potential barring from school property if the transgression was to be repeated.

## Barring from school property

Repeated failure to follow the Code of Conduct will lead to the parent or visitor being barred from the school premises. Serious incidents will lead to an immediate barring. The parent or visitor will be informed of this barring formally in writing. Failure to adhere to the barring will lead to arrangements being made to remove the person from the premises and prosecution under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500

We trust that parents and carers will assist our school with the implementation of this Code of Conduct and we thank you for your continuing support of the school. We would expect that parents would make all persons responsible for collecting children aware of this Code.

# Rotherhithe Primary School Communications Procedure

## Introduction:

We at Rotherhithe we want to make it easy for you to get in touch with any concerns or questions you might have. This procedure is outlined to make it clear and easy for parents to communicate with the school regarding any queries within the school. We hope this clearly explains the process for expressing concerns and clarifies which member of staff is best placed to speak to you about given issues.

We understand the importance of a strong working relationship between parents and staff in supporting our children in their learning. Due to restrictions caused by Covid-19 communication will be more varied this academic year. Most conversations or appointments will be held either by telephone or virtually using Microsoft Teams. Face to face meetings will be avoided this half term. If parents require a face to face meeting, they will be requested to wear a face covering on entering school. SLT will still look forward to welcoming the children into school but will not be able to talk to parents or take messages at the gates.

## Safeguarding:

At Rotherhithe, it is of paramount concern that all our children are happy and safe. If you have any concerns about the safety or wellbeing of a child, please email or telephone our Safeguarding and Intervention Officer, **Kofi Danquah** or a member of the Senior Leadership Team; the Head of School **Lisa Christiansen**; Executive Head **Galiema Amien-Cloete**; Deputy Head **Kellie Ansell**; Assistant Head Teacher **Sue Davies**; or Early Years Lead – **Helen Walsh**.

## Chain of Communication

Class Teacher (Teachers will attempt to respond within 3 days)

You should email the class teacher in the first instance, to discuss:

\*Home Learning.

\*Social, academic, and personal progress.

\*Classroom and playtime incidents.

\*Organisational issues e.g. lost property which is not in the lost property area.

Deputy or Assistant Head Teachers: Kellie Ansell or Sue Davies

For Nursery and Reception: Helen Walsh

KS1: Years 1, 2 and 3, speak to Kellie Ansell

KS2: Years 4, 5 and 6 speak to Sue Davies

You can email or telephone to arrange an online appointment via the office to:

Discuss any ongoing concerns or unresolved issues in the first instance before speaking to the Head of School

Head of School:

You should approach Lisa Christiansen

([lchristiansen@rotherhithe.southwark.sch.uk](mailto:lchristiansen@rotherhithe.southwark.sch.uk)) to discuss:

\*Unresolved issues after speaking to the class teacher and Deputy or Assistant Head Teachers

\*Safeguarding issues as mentioned above.

We understand that you have a range of communication needs and are committed to positive communication. You can contact these members of staff via email or by calling the school office to make an appointment to discuss any appropriate issues.

#### Deputy and Assistant Head Teachers

Kellie Ansell:

[kansell@rotherhithe.southwark.sch.uk](mailto:kansell@rotherhithe.southwark.sch.uk)

Sue Davies:

[sdavies@rotherhithe.southwark.sch.uk](mailto:sdavies@rotherhithe.southwark.sch.uk)

Any queries that you might have that were not resolved.

#### Early years and year 2 SENCO -Matt Kenney

[mkenney@rotherhithe.southwark.sch.uk](mailto:mkenney@rotherhithe.southwark.sch.uk)

#### Year 3-6 SENCO- Jennifer Cristobal:

[jchristobal@rotherhithe.southwark.sch.uk](mailto:jchristobal@rotherhithe.southwark.sch.uk)

\* Queries regarding additional needs your child may have.

#### Learning Mentor:

**(Lisa or Danielle):** by telephone via the school office).

\* Queries about behaviour support and social or emotional needs).

#### Safeguarding and Attendance

Lisa Salkeld: by email at

[lsalkeld@rotherhithe.southwark.sch.uk](mailto:lsalkeld@rotherhithe.southwark.sch.uk)

\*To notify school about absences

[ldanquah@rotherhithe.southwark.sch.uk](mailto:ldanquah@rotherhithe.southwark.sch.uk)\*

\* Request for authorised absences

\* Punctuality (lates)

#### PTA:

**Alex Montgomery**

By making an appointment via the school office

\* If you would like to join/support the PTA.

\* To support with fundraising.

#### Breakfast Club:

Lisa Salkeld: by email at

[lsalkeld@rotherhithe.southwark.sch.uk](mailto:lsalkeld@rotherhithe.southwark.sch.uk)

discuss payment and places.

#### The School Office:

The majority of other queries you may have, which are not answered on our website, are best dealt with by the school office in person, by telephone 0207 237 1586, or by email at

[office@rotherhithe.southwark.sch.uk](mailto:office@rotherhithe.southwark.sch.uk) you could also speak to **Maxine Walters (PA to Head Teacher)**

This may include questions about school meals, updating contact details, absences or other points of which you wish to inform school.