



Jennett's Park CE Primary School

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Code of Conduct Parents and Carers

As a Church of England school and a member of the Bonitas Multi-Academy Trust, Jennett's Park CE Primary School, expects that members of the public, parents, carers and other visitors to the school will behave in a polite, courteous and respectful manner - to each other, to staff and to pupils.

In their conduct and the way in which they address individual concerns, parents and carers should be good role models. We will not tolerate aggressive, violent, abusive or anti-social behaviour towards anyone on the school site. This also applies to social media. Should there be clear evidence that there has been a breach of this Behaviour Code, we will take action to safeguard members of the school community. *This may include banning the individual from the school premises.*

We understand that there may be occasions upon which a problem you encounter makes you feel angry. Here are a number of ways in which to deal with that situation:

- Deal with your anger before going to the school or posting online. An angry confrontation will normally prompt a defensive response rather than a helpful one. School staff may also refuse to talk to you while you are angry, so you will have achieved nothing.
- Don't jump to conclusions. What made you angry may not be what happened in reality.
- Make an appointment to see the relevant person. If you just turn up at the school, staff may not be able to give you the time you need.
- Make a note of the things you are unhappy about. It will help to clarify issues and help you when you meet the member of staff.
- Consider having a friend with you when you have your meeting if you find it difficult to manage meetings.
- Don't expect an immediate solution. The person you're talking to will need to validate your concerns before being able to take any action or reach a solution.
- If you feel that your concern has not been dealt with effectively you should ask for a copy of the school complaints procedure. This will provide details of the informal and formal procedure for taking your concerns further.

