



WELLACRE

CODE OF CONDUCT FOR PARENTS/ CARERS AND VISITORS

INTRODUCTION

Wellacre is committed to a partnership between staff, parents/carers and students to enable the best education for our young people. In order to achieve this, all parties must work together effectively at all times. This Code of Conduct provides a reminder to parents, carers and other visitors to Wellacre about expected conduct in order to sustain effective partnership working. It applies to all communication and contact with Wellacre staff and students.

CONDUCT

Parents, carers and visitors are asked to:

- Respect the caring ethos of the school underpinned by its core values; **HONESTY, PRIDE, RESPECT, ASPIRATION, and RESILIENCE**;
- Work together positively and constructively with teachers and staff towards a resolution;
- Treat all members of the school community with respect;
- Set a good example in their own speech and behaviour;
- Raise concerns about the school through the appropriate channels, so they can be dealt with fairly, appropriately and effectively for all concerned. We ask parents and carers to use the admin@wellacre.org email for any queries so communication can be passed to the most appropriate person;
- Communicate in a professional, courteous and reasonable way with consideration for the wellbeing of staff and their rights to be treated with dignity at work;
- Respect and recognise that the staff serve over 700 families and, as such, expectations should be proportionate to capacity.

CONDUCT WHICH IS NOT TOLERATED

- Behaviour which interferes or threatens to interfere with the operation of the school, including events on school grounds and sports matches;
- Using loud, abusive or offensive language;
- Displaying a temper or shouting at members of staff, students or other parents/carers and visitors;
- Verbally or physically threatening any member of the school community;
- Making defamatory, offensive or derogatory comments regarding the school in any verbal or written communication including any social media sites;
- Inappropriate written or verbal communication, particularly when the tone is aggressive or unreasonably demanding. This includes communication which is excessively frequent;
- Vexatious correspondence and/or allegations;
- Using equipment to record conversations with members of staff or governors without consent;
- Smoking, vaping or consuming alcohol or other drugs whilst on school property;

- Bringing dogs onto school site, unless they are assistance dogs.

RESPONSES TO BREACHES OF THE CODE OF CONDUCT

If the school suspects or becomes aware that a parent, carer or visitor has breached the Code of Conduct, the school will gather information. Depending on the nature of the incident the school may then:

- Informally remind the parent/carer/visitor concerned about the school's expectations;
- Send a warning letter;
- Invite the person(s) concerned to a meeting with Senior Staff;
- Contact the appropriate authorities in the case of criminal behaviour or issues relating to safeguarding;
- Seek advice from the school's solicitors in the case of communications which may be slanderous or libellous;
- Issue a ban from the school premises.