

## Parent/Carer & Visitor Conduct Guidelines

Our partnership with families is at the heart of what we do at Quayside School. We know the value of a strong partnership between home and school for a pupil's education. A good working relationship between all the adults involved in a child's life helps to equip them with the necessary skills for the next stage of education and adulthood.

The purpose of this guidance is to set out expected conduct for all parents/carers and visitors to our school. Alongside our staff Code of Conduct, this will enable all adults to work together to ensure a safe and positive school environment for all. It describes the expectation for adults to remain calm and consistent - setting an example in how we manage ourselves and how we manage differences of opinion that might occur.

### Respect and concern for others and their rights

We expect all parents/carers and visitors to show respect and concern for others by:

- supporting the respectful ethos of our organisation by setting a good example in their own speech and behaviour towards all members of the community
- working together with all staff for the benefit of the pupils. This includes approaching the school to resolve any issues of concern and to discuss and clarify specific events in order to bring about a positive solution
- following our policies, such as Quayside School's [Complaints, Compliments and Suggestions Policy](#), and allowing time for people to respond to you
- always being respectful in public forums (online or otherwise) of the right to anonymity/confidentiality of our pupils
- reinforcing the school's [Promoting Positive Behaviour Policy](#)
- respecting the learning environment appropriately (both on and off site)
- parking with consideration and respect for others when delivering and collecting pupils from school

In order to support a peaceful and safe school environment the Organisation does not tolerate:

- disruptive behaviour which interferes with the operation of a classroom, an office area or any other part of the school grounds
- the use of loud and/or offensive language or displaying temper
- threatening harm or the use of aggression towards another adult, child or young person (this includes approaching another child or young person in order to discuss an issue or chastise them on or off the school premises)
- physical punishment against a child or young person on school premises (some actions may be unlawful with legal consequences)
- damaging or destroying school property
- issuing or partaking in abusive, threatening, malicious or inflammatory emails, phone or social network messages
- smoking and consumption of alcohol or other drugs whilst on our site or accessing the school site whilst intoxicated

Any of the above behaviours on the school premises, or directed at a member of our community online, will be reported to the appropriate authorities, and the school may prohibit an offending adult from entering the school grounds to safeguard our community.

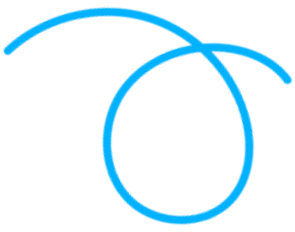
### Social Media



Bright Futures does not tolerate the use of social media to fuel campaigns and complaints against schools, their staff, other parents/pupils. This is not in the best interests of the pupils or the wider community. School staff are not allowed to reach out to parents/carers or pupils on social media about school issues.

Any concerns about the school should be made through the appropriate channels as outlined in Quayside School's [Complaints, Compliments and Suggestions Policy](#), speaking to the Class Teacher, the Head Teacher (or a member of the Senior Leadership Team) or the Governance Chair so they can be dealt with fairly, appropriately, and effectively, and be escalated through the complaints procedure if required.





In the event that any pupil or parent/family member of a pupil being educated at Quayside School is found to be posting libellous or defamatory comments online, this will be reported using 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 such comments are removed immediately.

In serious cases the organisation will also consider its legal options to deal with any such misuse of social networking and other sites.

Cyber bullying and the use of social media platforms by any member of the school's community to publicly humiliate another adult or child by an inappropriate social network entry will not be tolerated. We will take and deal with this as a serious incident of bullying and reserve the right to refer the matter to the police.

We extend our compassionate approach to parents/carers and understand that on occasion parental pressures and perspectives may place strain on relationships with the school. To minimise the negative impact of a breakdown in relationship we encourage parents/carers to make use of our existing support structures and raise any concerns in line with the school's [Complaints, Compliments and Suggestions Policy](#).

We trust that all parents/carers and visitors will fully support these guidelines.

