



Parents and Carers Code of Conduct

Learning | Character | Community

pinnerpark.harrow.sch.uk

Introduction

Pinner Park Primary School is proud to be a caring school which aims to achieve excellent in our key areas of learning, character and community.

We work together, as a school community, to empower and inspire each and every child to be an outstanding student who enjoys learning, to develop character, and to become a respectful citizen who makes a positive impact.

Our behaviour values form the basis of our approach to promoting positive behaviour and character: ready, respectful, safe and kind. As a 'Rights Respecting School' children's rights are learned, understood and lived.

We are confident that all parents and family members will want to support us to grow these values in our school, in our staff, and in each of the young people we have the privilege to teach and care for.

At Pinner Park, we value our strong relationship with parents and carers. Together, this helps us achieve the very best for the children in a supportive partnership between parents, staff and the school community. As a partnership, our parents understand the importance of a good working relationship to equip their children with the necessary skills for adulthood. For these reasons we welcome and encourage parents or carers to participate fully in the life of our school.

The relationship between home and school is based on the principles of care, integrity, trust and mutual respect. We hope that the following guidelines will be adopted by all those who work as partners with the school - parents, carers and visitors.

Best wishes,



Nick Waldron
Headteacher

Our Code of Conduct

We expect all parents, carers and visitors to our school to:

- Respect the caring ethos of the school and its values
- Understand that parents and teachers need to work together for the benefit of the children
- Respect the professional judgements of staff members
- Demonstrate in their own behaviour that all members of the school community should be treated with respect
- Approach school staff to help resolve issues of concern
- Ensure that children have high levels of attendance and are on time for school each day

In order to promote a peaceful and safe school environment, we are unable to tolerate:

- Any behaviour which causes upset, distress or alarm.
- Shouting, loud or offensive language, swearing, cursing or displaying temper
- Threatening behaviour towards staff, governors, other parents or children
- Sending abusive or threatening emails/voicemail/phone messages or other communication
- Defamatory, offensive or derogatory comments regarding the school or any members of the school community (including pupils, parents and staff at the school)
- The use of physical aggression towards another adult or child. This includes physically punishing your own child on school premises
- Physically intimidating an individual, the use of threatening body language, or forms of passive aggressive behaviour which may cause distress or harm to others
- Chastising someone else's child
- Speaking negatively about other parents, children or staff (including on social media or messaging services)
- Speaking directly to the parents of other children regarding a concern about something that has happened in school
- Smoking, or consuming alcohol or drugs on school property
- Bringing dogs on to school premises (except trained assistance dogs)
- Causing intentional damage to school property
- Breaching the school's security procedures

If any adult behaves inappropriately, we will take action to ensure the safety and well-being of our staff, governors, parents, children and visitors. This may include talking to the relevant authorities, seeking legal advice, or limiting access to the school site.

Use of Social Media and Email

Social media and Email is a wonderful tool for connecting with people. We have our own Facebook, Instagram and Twitter feeds, as well as an informative website.

The sending of abusive or threatening written or email messages will be treated in the same way as any other abusive or threatening behaviour.

Please note that the only Facebook page which is authorised by the school, containing information from the school, is the official Pinner Park page. There are no 'official' parent WhatsApp groups – we encourage all parent-to-parent communication to take place using the Classlist app where parents have control over their own privacy settings and notifications. We do not recommend the use of WhatsApp for parent-to-parent communication.

If you have any concerns about the school, or the education we are providing at any time, please discuss the matter with your child's class teacher at the earliest opportunity. It is not appropriate to publicise any concerns you may have on social networking sites. It is always better to speak to us directly than to speak to others as we can help!

If we consider that someone connected with the school has made unhelpful and inappropriate use of social media, we will request that the relevant post or comment is removed and that no further similar comments or posts are made. The school reserves the right to report comments or posts to the provider, make a report to the police, or take legal action.

Positive Communication

There are a number of ways in which parents and carers can communicate with the school.

Face-to-face

Class teachers are often available at the end of the school day. If you have a quick question, this is a great time to ask. If you want a more detailed conversation, please do request a meeting or phone call through the school office.

Email

Email is a quick, effective way of communicating necessary information. Emails received will be acknowledged within 2 working days and responded to within 10 working days. Parents and carers should contact the school via email for a general enquiry as an alternative to telephone or letter. The school email address is: office@pinnerpark.harrow.sch.uk

All staff can be contacted through the office email address.

Telephone calls

Effective telephone communication can sometimes be a problem in a school, where teachers may be teaching full-time or working with pupils at lunchtime or after school. Parents and carers may be frustrated if they feel that a message elicits no immediate reply, when in fact there has been no available opportunity for the member of staff to reach a telephone to return a call.

In a non-emergency a return call will be aimed to be made within 2 working days, with any follow up action from the request /query/problem being dealt with within 10 working days.

School Gateway App

The School Gateway app has a messaging function. This is perfect for quick questions or to give the reason for your child's absence from school.

We welcome feedback and regularly consult with a range of stakeholders. Ultimately the school has to make decisions in good faith, which we deem to be in the best interests of our pupils. Whilst it is never our intention to disappoint, it is not always possible to secure agreement or consensus for every decision.

What to do if I need more support or if things go wrong

We want to do our very best to educate and care for your children properly, but part of our commitment is always work to improve standards. If you need further support, if you think that we have not met our best standards, or if your child has a problem at school, we want you to tell us so that together we can put it right.

Please contact your child's own teacher in the first instance. It is usually better to see them at the end of the day than at the beginning.

If you wish to discuss the matter further, then please contact the school office team to make an appointment to meet with your child's class teacher. If you need further support, our leadership team (year leader or phase leader) will help.

We will agree with you a course of action and aim to resolve your concern to your complete satisfaction as quickly as possible.

And finally...

At the heart of our work is the belief that parents are partners in their children's education. We hope that this short guide has been useful in explaining some of our expectations.

Please do ask if you have any further questions on these issues.

We want to work in partnership to ensure that every child in our school is safe, happy and successful. For these reasons we continue to welcome and encourage parents and carers to participate fully in the life of our school.