



# Brunswick Park Primary School

## Code of Conduct for Parents and Carers

Over time, Ofsted has recognised the good relationships we have with our parents and carers, and we expect everybody to set a good example to the children through behaving courteously to each other. Inevitably, there are occasions when parents may be unhappy or upset about something that may have occurred in school, and want to discuss it.

In most cases, complainants are helpful, polite and patient, and they give us time to investigate and consider what has happened so that everyone has been listened to, heard and the problem resolved. However, the behaviour of a minority of complainants can make investigating and resolving an issue difficult, or they may behave in a way that is unacceptable or inappropriate.

We will never tolerate violence or abuse towards any member of staff. This may include behaviour or verbal or written language that may cause staff to feel afraid, threatened or abused, and it may include threats, personal verbal abuse, derogatory remarks and rudeness.

In these instances, parents will be asked to desist from the behaviour and/or leave the premises. In instances where parents or carers refuse to leave when asked when their behaviour is causing distress, the police may be called.

In certain circumstances the Chair of Governors will impose a 'cooling off period' in writing, during which time a parent or carer is not permitted on school premises until they have had a meeting and taken responsibility for the impact of their behaviour. This period of time is subject to extension should the parent or carer not engage with the process. This is essential to protect staff and allow them to do their jobs, as well as to protect your children from witnessing inappropriate behaviour by adults.

Parents and carers may not approach other parents, carers or any children to investigate a problem. This is the school's responsibility. Doing this may result in you receiving a warning letter or a 'cooling off period' in writing from the Chair of Governors refusing you permission to enter the premises. Please let us know what facts you have, and we will investigate your concerns thoroughly and let you know the outcome. Parents and carers may not question staff about sanctions that may have been put in place by the Head Teacher or Senior Leaders. This prevents them from doing their jobs and will be seen as intimidation or harassment of staff.

If you are unhappy about the way an issue you have brought to the school's attention has been managed, our Complaints Policy is available on the school website [www.brunswickparkprimary.co.uk](http://www.brunswickparkprimary.co.uk) and in hard copy from the School Office. However, we hope you will work productively with us to overcome any problems, and life will be happy for everyone. We are all eminently human; taking the time to say thank you to us when we get it right goes a long way.

***Learning for living through respect, support and challenge***