



Parent Code of Conduct Policy

Written May 2016, Ratified June 2016, reviewed May 2017/March 2019/May 2021/April 2023/April 2025

Review April 2027

Rationale

We believe that Burnley Brow Community School should be an orderly and safe place where relationships between staff and visitors and parents demonstrates mutual respect and a recognition of shared responsibilities for children's well-being and academic success.

Aim

The aim of this code of conduct is to clarify expectations of behaviour for parents and visitors on-site to ensure the safety and wellbeing of children and staff by ensuring our environment is safe and puts the needs of our children and staff first.

Communication

As a parent, you are an important part of Burnley Brow Community School, and good communication is vital to our successful partnership and ethos of care. In our various roles as Leaders, Teachers, and Support Staff, we share your commitment to the wellbeing of all our pupils.

To support this partnership, we will endeavour to:

- Make sure that we answer all telephone calls promptly and politely.
- Make sure that our written communications are clear, understandable, timely and appropriate.
- Carry out annual surveys to check levels of satisfaction, target areas for improvement and act on them.
- Make appointments within three days of request, when possible.
- Ensure that a member of the leadership team, where possible, is on site to welcome the school community at the start of each day.
- Ensure teaching staff, where possible, are out on the playground at the end of the school day.

In return we ask that parents/visitors:

- Only enter school through the front main entrance doors.
- Make an appointment at the office to speak to a member of staff or see them at the end of the day, as you pick up your child.
- Listen to the reasons for the action that we take.
- Accept that we may not always propose something that you agree with.

- Understand that we have the big picture of the school and the best interests of the children at the heart of our decisions.
- Be patient and polite to our staff even if, on occasion, you have strong feelings about an issue relating to your child's experience at school. We will always try to help, and aggression and/or abuse will not be tolerated.

Conduct

We welcome visitors to our building and act to ensure it remains a safe place for children, staff and other members of our school community. We expect that parents will respect children, other parents and staffs confidentially and communicate any concerns, queries and questions in a calm and controlled manner. However, should anyone act in an abusive or threatening manner to staff, children, visitors, or parents, they will be asked to leave the school site. Burnley Brow Community School will not tolerate incidents of swearing, verbal abuse, aggressive body language, threatening behaviour or racist, sexist, homophobic or other discriminatory comments.

Recording incidents

Any incidents of abusive or threatening behaviour will be recorded. Any racist comments will be recorded using the LA racist incident reporting system. Any verbal or physical assaults on staff or children must be recorded on the Local Authority Accident, Incident, Violence, reporting form and depending on the incident, Police informed which will result in a crime log.

Sanctions

Incidents of aggressive conduct will need to be determined on an individual basis; however, the following school-based sanctions may be considered:

- Parents may be asked to meet with the Headteacher/Governor/Chair of Governors to agree clear expectations of behaviour whilst on the school site.
- Parents may be requested to leave the site if their behaviour causes staff to feel unsafe.
- Parents may be asked not to enter the site for a specified time.
- Parents may be reported to the Police.
- Any member of staff has the right to call 999 and seek police assistance should they experience verbal abuse or aggressive behaviour.
- The Governors may seek the advice of OMBC Legal department should the situation warrant such action.
- Legal action may ultimately lead to the banning of individuals from entering the school premises indefinitely.

Burnley Brow is committed to safeguarding and promoting the physical, mental and emotional welfare of all pupils and staff. We expect all staff, parents, and visitors to share this commitment.