

# **Greenwich House Independent School, Kindergarten and Creche Code of Conduct for Parents, Carers and Visitors**

## **Introduction**

Greenwich House Independent School, Kindergarten and Creche (“Greenwich House”) is appreciative of and encourages the positive contribution parents, carers and visitors to its premises make to maintaining an atmosphere in which all children can learn and flourish as part of a safe and caring setting. Integral to this is placing the care and education of its pupils as Greenwich House’s highest priority. Greenwich House’s policies underpin this ethos.

## **Purpose**

The purpose of this policy is to act as a reminder to all parents, carers and visitors of Greenwich House about the expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding. It also explains the procedures in place to deal with cases when the expected standards are not met.

## **Guidance**

We expect parents, carers and visitors to:

- have mutual respect and concern for each other and to set a positive example in their own speech and behaviour
- respect and support Greenwich House’s ethos, policies and procedures
- constructively work with one another and understand that both staff and parents need to work together for the benefit of their children
- seek to clarify a child’s version of events with Greenwich House’s view in order to bring about a constructive and peaceful solution to any issue
- correct own child’s behaviour, especially in public, where it could otherwise lead to conflict, aggressive or unsafe behaviour
- approach Greenwich House to help resolve any issues or concern
- avoid using staff as threats to admonish children’s behaviour
- have respect for the learning environment to allow Greenwich House pupils to learn and play freely
- park in a considerate manner when making use of Greenwich House’s parking facilities

In order to provide a positive and safe environment in which its pupils can flourish, Greenwich House will not tolerate parents, carers and visitors exhibiting behaviour which:

- is disruptive to the operation of Greenwich House including its premises and grounds;
- makes use of offensive language, swearing, cursing and/or profane language;
- displays temper;
- is threatening, including the threat of bodily harm to members of staff, visitors, fellow parents and carers, and pupils, whether or not the behaviour constitutes a criminal offence;
- is verbally or physically aggressive towards another adult or child ;
- undermines or contradicts the positive behaviour management strategies outlined in Greenwich House’s behaviour policies, for example smacking a child including your own to chastise them would contradict these;
- involves approaching another parent or carer’s child in order to discuss or chastise them because of the actions or alleged actions towards their child - this may constitute an assault with legal consequences;

- causes damage or destruction of property belonging to Greenwich House or property belonging to its pupils, parents, staff or visitors
- is abusive including threatening e-mails or text/voicemail/phone messages or other written communication
- displays defamatory, offensive or derogatory comments regarding Greenwich House or any of its pupils, members of staff, parents and carers. Any concerns about the school must be made through the appropriate channels by speaking to the Head Teacher or her designated representative so the matter can be dealt with fairly, appropriately and effectively for all concerned
- involves intoxication of persons attending Greenwich House whether by alcohol, drugs or otherwise.
- involves smoking by persons attending Greenwich House

Greenwich House asks for respect for its “drop off” and collection arrangements and the timing of those. Minor matters, such as the dropping off of forgotten PE kit, can be dealt with by contacting a member of staff at the red front door of Greenwich House. Otherwise, any arrangements that need to be made to attend the premises outside of these procedures must be made in advance by telephone call or meeting with Mrs J Brindle or her designated representative so that an appointment can be made with them and the appropriate member of staff at a mutually agreed time. In this way, we hope to be as accessible as possible whilst minimising disruption to the normal school day and providing the appropriate time and space to deal with any queries.

Dropping off and collection times are often busy and, beyond the delivery of short messages, do not lend themselves to being able to deal with any questions fully and in the way we would wish to do so. Whilst e-mails/text messages will be checked regularly, should you need to contact the school during the day (eg to notify us if your child is unwell or to inform us that you are running late to collect your child or to raise a query) please do so by telephone. If we are unable to deal with your call fully straightaway (due to teaching commitments etc), we will endeavour to return your call as promptly as possible and no later than 5pm on a school day.

## **Procedures**

For the mutual benefit of all and, in particular to protect its pupils, staff, parents and carers, and visitors, Greenwich House will if required, and, in accordance with its policies, report inappropriate behaviour to the appropriate authorities, including, if necessary, the police. Greenwich House reserves the right to exclude persons who violate this Code of Conduct from Greenwich House’s premises, grounds and from other school lessons, organised activities and events which take place away from Greenwich House’s premises and grounds.

In the event of an incident or alleged incident occurring which is deemed contrary to the expected standards of behaviour, Greenwich House will exercise the following procedures (albeit Greenwich House reserves the right to exercise such additional steps as may be necessary in a particular case in order to comply with its legal duties).

## **Parents and carers**

An alleged incident involving a parent or carer will be investigated by the Head Teacher or her designated representative. The parent or carer concerned will be notified in writing that this investigation is taking place. The investigation will include taking statements as appropriate from the parties involved. Every effort will be taken to conclude the investigation as soon as possible. The intention of the Head Teacher will be to conclude an investigation within 14 days of written notice being provided to the parent or carer of the investigation. However, certain cases may require this period to be extended. In such cases the Head Teacher or her designated representative will notify the parent or carer of any additional time required to conclude the investigation. Certain cases may be dealt with in a significantly shorter period of time if circumstances permit eg. if it is clear the facts of a particular case are not disputed. On conclusion

of the investigation, the Head Teacher or her designated representative will confirm the outcome including any consequences in writing.

Where following the investigation the behaviour of a parent or carer is deemed to be a cause for concern, the outcome for the parent or carer will depend on the nature of the incident. It is hoped that most instances which require this policy to be invoked can be settled by way of a letter reminding the parent or carer of the terms of this policy and that further action may be required if behaviour contrary to this policy is repeated. In the case of further behaviour deemed contrary to this policy, or, if an incident is deemed to be sufficiently serious (for example (but not limited to) cases involving physical or verbal threats or aggression towards another adult or child) Greenwich House reserves the right to exclude a parent or carer from the premises and site of Greenwich House. This exclusion would also include any lessons, events or functions which are organised by Greenwich House that take place outside of the premises and site. The exclusion may be permanent, put in place until a particular date, or, made subject to review.

If an alleged incident is deemed sufficiently serious, Greenwich House reserves the right to temporarily exclude a parent or carer pending the outcome of an investigation.

During the period of a parent or carer's exclusion (including a temporary exclusion), Greenwich House will exercise its rights and/or powers to implement the exclusion. These are summarised in the Department of Education's - Advice on school security: Access to, and barring of individuals from, school premises - For local authorities, school leaders and school staff -December 2012 . There will be a right of appeal to the Head Teacher or her designated representative which must be made in writing within 14 days of the original decision being provided to the parent or carer concerned.

If a parent or carer is dissatisfied with the way in which the handling of an incident or alleged incident is being made, they should refer to Greenwich House's Complaints Procedure for Parents.

### **Visitors**

An incident involving a visitor will necessitate them not being invited to visit the site and premises of Greenwich House (including any lessons, events or functions which take place outside of the premises and site) again until the completion of an investigation by the Head Teacher or her designated Representative. This will follow the procedure for parents and carers and Greenwich House will exercise its rights and/or powers to implement the exclusion and which are summarised in the Department of Education's - Advice on school security: Access to, and barring of individuals from, school premises - For local authorities, school leaders and school staff -December 2012 . There will be a right of appeal which will follow the same procedure as for a parent or carer.

We appreciate that parents, carers and visitors of Greenwich House have, and, will continue to support us to maintain the standards of conduct described in this policy.