Parent/Carer Code of Conduct Policy

At Shropshire Hills Federation, we are very fortunate to have a supportive and friendly parent body. Our parents recognise that educating and caring for children is a process that involves partnership between children, parents, class teachers and the school community. As a partnership, we all understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we welcome and encourage parents/carers to participate fully in the life of our school.

The purpose of this policy is to provide a reminder to all parents, carers staff members, and visitors to our school about the expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding and respect.

Please:

- Respect and model the caring ethos of our school whenever on school premises or when communicating directly with the school.
- Understand that school staff and parents need to work together for the benefit of all**.**
- Demonstrate that all members of the school community should be treated equally with tolerance and respect and therefore set a good example in their own speech, conduct and behaviour.
- Seek to clarify a child's version of events with the school's view in order to bring about an appropriate solution to any issue.
- Supervise and manage own child's behaviour especially in public where it could otherwise lead to conflict, aggressive, unsafe or disrespectful behaviour.
- Approach the correct member of school staff to help resolve any issues or concern. There are clear guidelines about which staff member to contact about specific issues which are available on our website. Our administration team can also direct you to the correct person but won't be able to resolve issues themselves, unless about administration or finances. In the first instance, a call or email to the office, or a chat to the class teacher at the end of the day is best. They will then be able to advise if someone else needs to be involved.
- Contact the school directly by phone, email or in person regarding any issue but never a member of staff using their private contact details, social media, or in person, outside of school hours or away from school premises.

Please avoid:

- Distracting school staff and trying to speak to them whilst they are supervising children. If you need to speak to a member of staff at the end of the day, please wait until they have handed other children back to parents.
- Any kind of loud, aggressive or abusive language or behaviour.
- Discussing an issue in front of children, unless already agreed with a member of staff that this is appropriate.

We are committed to resolving any difficulties in a constructive manner, through an open and positive dialogue. However, we understand that everyday misunderstandings can cause frustrations and can have a negative impact on our relationships. Where issues arise or misconceptions take place, please contact the Headteacher, Claire Morris, who will be available to meet with you and go through the issue and hopefully resolve it. Where issues remain unresolved, please follow the school's complaints procedure. This is available on the school website or a copy can be requested from the school office.

Mrs Rachel Ellen
Chair of Governors

Mrs Claire Morris
Federation Headteacher

Shropshire Hills Federation