



Parent Code of Conduct – including use of Social Media Policy

APPROVED BY GOVERNORS: January 2025

POLICY TO BE REVIEWED: January 2026

A small school with big ideas ... Growing hearts, Growing Minds, Growing Dreams.

Introduction

Our Code of Conduct policy works in conjunction with the Home School Agreement and sets out how our school and parents should work together. The purpose of this policy is to provide a reminder about the expectations around the conduct of all parents, carers and visitors connected to our school.

By enrolling children at Manuden Primary School, it is expected that parents and carers agree to the expectations outlined below.

Manuden Primary School is committed to working in respectful and positive partnership with our families. Our codes of conduct aim to clarify the types of behaviour that are considered acceptable for all members of the school community.

At Manuden Primary School we are very proud and lucky to have a very dedicated and supportive school community. Our staff, Parent Body (PFA), governors, parents, and carers alike all acknowledge that the education of our children is a partnership process between all these parties. As a partnership we are aware of the importance of good working relationships and recognise the importance of solid working relationships to equip all our children with the necessary skills for adulthood. For these reasons, we welcome and encourage parents and carers to participate fully in the life of our school.

We understand that everyday frustrations can cause misunderstandings and consequently can have a negative impact on our relationships. Establishing where this happens, that we remain committed to resolving difficulties in a constructive manner through open and positive dialogue is however essential. In this way we can continue to flourish and progress to achieve, in an atmosphere of mutual understanding.

Behaviour that will not be tolerated:

- Disruptive behaviour that interferes or threatens to interfere with any of the school's normal operations or activities on the school premises.
- Any inappropriate behaviour on the school premises.
- Using loud or offensive language.
- Threatening in any way, a member of staff, visitor, fellow parent/carer or pupil.
- Damaging or destroying school property (or threatening to).
- Sending abusive or threatening emails or text/voicemail/phone message or other written communications (including social media) to anyone within the school community.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils, parents, staff or governors at the school on Facebook or other sites.
- The use of physical, verbal or written aggression towards another adult or pupil. This

- includes physical punishment of your own child on school premises.
- Approaching someone else's child to discuss or chastise them because of the actions of this child towards their own child. Such an approach to a child may be seen to be an assault on that child and may have legal implications.
 - Smoking, taking illegal drugs or the consumption of alcohol on school premises. (Alcohol may only be consumed during authorised events.)
 - Dogs being brought on to the school premises, with the exception of guide dogs or those that are used for medical assistance.

Should any of the above occur on school premises or in connection with school, then it may be necessary to act by contacting the appropriate authorities and a ban from entering the school premises may need to be considered.

What happens if someone ignores or breaks the code?

In the event of any parent, carer or visitor of the school breaking the code, then proportionate actions will be taken as follows:

In cases where the unacceptable behaviour is a serious and potentially criminal matter, the concerns will in the first instance be referred to Bishop's Stortford Police. This will include any or all cases of threats or violence and actual violence to any parent, carer, pupil, member of staff or governor in the school. This will also include anything that could be seen as a sign of harassment of any member of the school community, such as any form of insulting social media post or any form of social media cyber bullying.

In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the school will refer the matter to Essex County Council's Legal Team for further action. In cases where the code of conduct has been broken, but the breach was not libelous, slanderous or a criminal matter, then the school will send out a formal letter to the parent/carer with an invite to discuss the matter. If the parent/carer refuses to attend the meeting, then the school will write to the parent/carer and ask them to stop the behaviour causing the concern and warn that if they do not, they may be banned from the school premises. If, after this has been issued, the behaviour continues, then the parent/carer will again be written to and informed that a ban is now in place.

In more serious cases, a ban will be put into place with immediate effect and therefore without going through all the steps offered above.

Issues of Conduct with the use of Social Media

Most people take part in online activities and social media. At Manuden Primary School, there are online cohort groups that are managed by parents for parents. They can be a valuable source of knowledge, support and advice and we encourage parents and carers to positively participate with these. Within any social media site, we politely ask that you use common sense when discussing school life online.

Think before you post

We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents/carers or pupils. We take seriously inappropriate use of social media by a parent/carer to publicly humiliate or complain about another parent, pupil, or member of staff. If parents have any concerns about their child in relation to the school, then they should:

1. Initially contact the class teacher.
2. If the concern remains, they should contact the headteacher.
3. If still unresolved, then contact with the school governors through the complaint's procedure.

Social media should not be used as a medium to air any concerns or grievances.

Online activity, which we consider inappropriate:

- Identifying or posting images/videos of pupils.
- Abusive or personal comments about staff, pupils or other parents/carers.
- Bringing the school into disrepute.
- Posting defamatory or libelous comments.
- Emails circulated or sent directly with abusive or personal comments about staff or pupils.
- Using social media to publicly challenge school policies or discuss issues about individual children.
- Threatening behaviour, such as verbally intimidating staff, or using bad language.
- Breaching school security procedures.
- Extremist views or radical views or opinions as in line with the Prevent Duty.

At Manuden Primary School we take our safeguarding responsibilities seriously and we will deal with any reported incidents appropriately in line with the actions outlined above.

We thank you for your cooperation in adhering to the above code of conduct.