Love God, love others *Let your light shine*

The Blue Coat CE Infant and Junior Schools' Federation

Parent and Carer Code of Conduct

2026 onwards

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Purpose of this policy

At Blue Coat Federation, we value positive relationships between home and school. Working together helps children feel safe, supported and ready to learn.

"*I will bless you with a future filled with hope, a future of success, not of suffering"* is the vision we live out every day alongside our mottos of ***Love God, Love Others and Let you Light Shine***."

Our school vision and values guide the way we treat one another. We expect all members of the school community to show:

- Kindness
- Respect
- Love
- Peace
- Hope
- Truthfulness

We understand that parents and school staff may not always agree. However, all concerns should be discussed calmly, respectfully and in a way that supports positive solutions.

This policy explains the behaviour and conduct expected from parents and carers, and the actions the school may take if these expectations are not followed.

Expectations for parents and carers

We expect parents and carers to:

- Treat all staff, pupils, parents, governors and visitors with dignity and respect.
- Support the school's values and ethos through their behaviour.
- Work in partnership with staff for the benefit of their child.
- Raise concerns calmly and respectfully.
- Discuss any concerns without their child being present.
- Allow staff the opportunity to investigate concerns fully.
- Respect decisions made by the school.
- Support their child to behave safely and appropriately.
- Respect school property and the school environment.

Communication with school

We take all issues raised by parents/carers seriously and aim to resolve issues fairly and efficiently.

We recognise that parents may feel upset or frustrated at times. However, we ask that all communication with school staff remains polite and respectful.

This includes:

- Face-to-face conversations
- Telephone calls

- Emails
- Written communication
- Online communication

Parents should:

- Stay open minded to the fact that there will be facts about a situation they do not know or their child has not shared with them.
- Share concerns with the class teacher at the earliest opportunity rather than letting matters escalate
- Contact the class teacher first.
- Ask to speak with a senior member of staff (Head of Year, Head of School) if the issue is not resolved.
- Follow the school complaints procedure if concerns remain unresolved.
- Avoid sending repeated emails about the same issue.
- Allow reasonable time for the school to respond.

The school may pause meetings or communication if behaviour becomes inappropriate.

All staff work extremely hard to provide the best for all children. Staff are highly trained and follow school policies when dealing with incidents and issuing consequences. Parents/carers are frequently not in full possession of all of the factors surrounding a situation and therefore are unable to guide staff decisions regarding consequences. Our priority is to ensure that children have the maximum amount of contact time from staff. In light of this please consider the following protocol:

If you need to speak with a member of staff beyond a quick message that can be passed on during drop off or collection then please email the year group email address to request a call back or after school discussion with the class teacher/head of year. It is our aim to respond to that email within 48 hours (during term time). If an informal query requires a written response in place of a call (due to parental work commitments etc.) then an appropriate response time should also be anticipated, due to teaching commitments. Staff will aim to respond in such a manner within 48 hours (during term time).

We appreciate that AI can be a useful tool for ideas and guidance however emails generated by AI frequently do not understand all the issues and prevent us from truly understanding your own personal viewpoint. As a Federation we want to understand your personal concern and not that generated by a third party. Email should be used as a method of briefly highlighting a concern so a meeting or telephone call can be arranged to discuss the matter further.

<u>Meetings</u>

If there is an issue that requires more in depth information sharing then a meeting may be the best course of action. In the first instance a meeting will most likely involve the class teacher and the Head of Year. The duration of the meeting should be agreed at the start of the meeting and this will be enforced. If necessary, a further meeting can be arranged.

<u>Concerns about a child with SEND</u>

If parents/carers have concerns about their child's progress or access to learning this should first be discussed with the child's class teacher (see steps 1-3 at end of policy). If concerns persist after this,

parents can contact the school office and request contact with the Inclusion Team. A member of the Inclusion Team will respond to this request within 48hours.

Recording meetings

To protect the privacy and confidentiality of all members of the school community, parents and carers are not permitted to audio record, video record or photograph meetings, conversations or discussions with school staff using any device. The school will make an official recording of formal organised meetings where appropriate. A written transcript or summary of the meeting can be provided to parents or carers on request.

Under new guidelines, parents/carers will be asked to hand any electronic devices in to the school office when they sign in for the meeting. Refusal to do so may lead to the meeting being postponed or cancelled. Any unauthorised recordings may be treated as a breach of this policy and may result in communication arrangements being reviewed or restricted.

Expected behaviour outside school

Parents and carers are expected to behave respectfully outside school and online.

Parents should not:

- Approach another child regarding school issues.
- Approach another parent regarding school issues – this includes any form of communication.
- Use social media to make abusive or damaging comments about the school or members of the school community.
- Behave in a rude, threatening, aggressive or intimidating way.

If concerns arise, parents should contact the school directly.

Unacceptable behaviour

The following behaviour is not acceptable:

- Swearing or offensive language
- Shouting at staff, pupils or parents
- Racist, discriminatory or sexual comments
- Threatening behaviour
- Bullying, harassment or intimidation
- Repeated emails, messages or phone calls about a matter that has already been addressed
- Repeated abusive emails, messages or phone calls including those threatening action against individuals outside of the processes and procedures outlined in the Federation Complaints policy.
- Damage to school property
- Physical aggression or violence
- Abusive or defamatory social media posts

Actions the school may take

If inappropriate behaviour takes place, the school may:

- Ask the individual to stop the behaviour.
- End a meeting, telephone call or communication.
- Restrict communication with school staff.
- Arrange communication through one named member of staff.
- Ask the individual to leave the school site.
- Contact the police where necessary.
- Temporarily or permanently bar an individual from the school premises.

The school will always aim to act fairly, proportionately and in line with school procedures.

Social media expectations

Parents and carers must use social media responsibly.

The school will not accept:

- Abusive comments about staff, pupils or families
- False or damaging statements about the school
- Threatening or intimidating online behaviour

The school may request that inappropriate content is removed. Serious incidents may be reported to the police.

Repeated or persistent contact

The school is committed to open communication with parents and carers. However, repeated contact about the same issue after the school has responded may place unreasonable pressure on staff and distract from their main purpose of supporting the children effectively. Where a concern has been fully addressed, parents and carers are expected to allow the school a reasonable amount of time to implement any agreed actions or review processes before making further contact about the same matter.

In these situations, the school may:

- Limit the frequency of responses
- Use a single point of contact
- Respond only to new information
- Arrange communication only at agreed times

Subject Access Requests

Parents and carers have a legal right under the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018 to request access to personal data held by the school about their child, including through a Subject Access Request (SAR). The Federation is committed to transparency and will respond to such requests in accordance with statutory requirements. However, this right is not absolute. The Federation reserves the right to refuse or limit requests that are considered manifestly unfounded or excessive, particularly where requests are repetitive, overlap with previous requests, or are submitted at a frequency which places an unreasonable burden on the Federation's resources. In such cases, the school may refuse to comply with the request or charge a reasonable fee, and will provide clear reasons for this decision in line with statutory guidance.

Home-school partnership

We ask parents and carers to:

- Encourage positive behaviour and respect.
- Support their child's learning.
- Ensure their child attends school regularly and arrives on time.
- Attend meetings and parents' evenings where possible.
- Communicate respectfully with school staff.
- Support the school's values and expectations.

As a Federation:

- We will treat all members of the school community with kindness, dignity and respect.
- We will work together to keep everyone safe, supported and able to succeed.
- We will promote high standards of behaviour, learning and conduct at all times.
- We will value diversity, respect differences and ensure everyone feels included.
- We will work in partnership with families to support pupils' wellbeing, attendance, behaviour and achievement.

Barring from the school site

The school has a duty to keep pupils, staff and visitors safe.
A parent or carer may be asked to leave, or may be barred from the school site, if their behaviour is:

- Aggressive
- Threatening
- Abusive
- Violent
- Intimidating

If this action is taken:

- The school will explain the reason in writing.

- The parent or carer will have an opportunity to respond.
- Governors will review the decision.

Working together

We want all pupils to feel safe, happy and supported in school.
Thank you for supporting our school community and helping us maintain a respectful, positive and safe environment for everyone.

Helpful Information for Parents

Blue Coat Infant School Office: 01922 720740

Blue Coat Junior School Office: 01922 720921

Year Group Email addresses:

Nursery@bluecoatfederation.co.uk

Reception@bluecoatfederation.co.uk

Year1@bluecoatfederation.co.uk

Year2@bluecoatfederation.co.uk

Year3@bluecoatfederation.co.uk

Year4@bluecoatfederation.co.uk

Year5@bluecoatfederation.co.uk

Year6@bluecoatfederation.co.uk

Please see the **link** to Federation Complaints Policy:

https://www.bluecoatfederation.co.uk/assets/Policies/Blue-Coat-Federation-Complaints-Policy-v4.pdf

BLUE COAT FEDERATION

Working together to support every child



STEP 1. If parents/carers have an issue that requires more than a quick exchange of information at the start of the school day they should call the school office or email the year email address.



STEP 2. The class teacher will respond to this within 48 hours with a return phone call or an invitation to meet afterschool to discuss the issue.



STEP 3. Parents/Carers and School give the agreed action points time to be effective. If the issue is not resolved within a reasonable amount of time then parents/carers can email the year group email address again or phone the school office and request a meeting with the Head of Year. The Head of Year will contact the parent/carer within 48 hours to set up this meeting.



STEP 4. Further action points will be agreed at this meeting. Parents/carers and school give these actions time to be effective. This should be at least one month's duration. If the issue persists after this time please contact the school office and request a meeting with the Head of School.



STEP 5. The Head of School will contact parents/carers within 5 school days to set up a formal meeting.



STEP 6. Issues still not resolved following the intervention of the Head of School will be escalated to the Deputy Executive Head Teachers and/or Executive Head Teacher. Parents should contact the school office or email **postbox@bluecoatfederation.co.uk** to request a meeting. This request will be responded to within one working week.



STEP 7. If this process has been exhausted and there is still no improvement in the initial concern parents should follow the Federation Complaints policy that can be found on the Federation website.

Thank you for working in partnership with us.