



Expectations of Visitors and Parental Conduct Policy

The Governors and staff of Lowton Church of England High School are committed to the provision of a high quality education in a Christian context. We aim to provide a school where we can live out our ethos of Caring, Learning and Succeeding on a daily basis. At the heart of the commitment is the notion of the uniqueness and infinite worth of the individual, that every person is valuable in the eyes of God.

This policy has been produced in accordance with the Equality Act 2010 and the Special Education Needs Disability Act 2001, the SEND Code of Practice 2014 and the Children and Families Act 2014. It has been reviewed in accordance with all other school policies and related Acts.

Date effective from	1 st September 2024
Date of next review	June 2026
Review period	2 Years
Status	Approved
Person responsible	Headteacher
Version	1

Introduction

Lowton Church of England High School and the Governing Body are very fortunate to have a supportive and friendly community. Our parents and carers recognise that educating pupils is a process that involves a partnership between them and the school. We welcome and encourage parents and carers to participate fully in the life of our school and we will act to ensure it remains a safe place to learn and work.

We are committed to establishing and maintaining an effective and purposeful working relationship between school and home.

Communication

To develop good communication with parents and carers and to fully inform them about what is happening in school we will:

- Make letters, emails, texts, and key policies 'user friendly', useful, and informative, as well as being available on the school website.
- Send whole school Headteacher letters on a frequent basis which share successes and give important updates
- Display key information on the school website and around school
- Utilise social media to share successes and engage parents and carers in the wider school life

To actively involve parents and carers in the education and progress of their child we will:

- Offer parents evenings for each year group, either on a face-to-face basis or remotely
- Provide half-termly reports to keep parents and carers updated of their child's progress

- Hold a range of webinars and face-to face meetings for parents and carers at key points during their child’s education, e.g. Y11 Careers, Y11 expectations, Y9 Options
- Use tools such as SatchelOne to provide live or regular reports to home

To establish the views and opinions of parents and carers of the school and act upon these we will complete parental questionnaires on at least an annual basis, and inform parents and carers of the results.

Our Expectations of visitors and parental conduct

The vast majority of parents and carers are keen to work with us and are supportive of the school's work. If a parent or carer has concerns, we will always listen and seek to address those concerns.

Our Reception team will deal with your phone call in the first instance and will always try to resolve any queries or concerns. If your concern needs to be passed on to another member of staff, we will always do this on the day of your call. Please allow our staff up to 48 hours to respond to your call or email before contacting school again.

We expect all members of our school community to behave in a reasonable way, but, sadly, there are occasions when the conduct of parents, carers and visitors to the school is considered to be unacceptable. We expect visitors to:

- Understand that teachers, parents and carers need to work together for the benefit of the pupils.
- Demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own speech and conduct.
- Approach the school to help resolve any issues of concern.
- Avoid using staff as threats to children if they do not behave well at home.

Parental conduct in relation to remote learning:

If students are learning remotely they are often joining ‘live’ lessons. Their teachers may be streaming the lesson from school or another location. We expect students to behave respectfully and apply themselves to their studies. We value parents’ and carers’ support to ensure that their child learns safely and helps to keep others safe. Parents and carers are expected to uphold the following principles:

- Ensure, as far as possible, that your child can access on-line lessons in a quiet environment
- Support your child so that they arrive at their lesson punctually in accordance with their timetable
- Encourage your child to participate fully in on-line lessons and to complete independent work set by teachers

- Ensure that no element of the lesson is recorded by their child or anybody else in the household
- Ensure your child takes care of any equipment that may have been loaned to them and uses it only for its intended purpose
- Report any concerns you have about your child's learning to the appropriate member of staff

Types of unacceptable conduct

In order to support a peaceful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following, whether in person, by phone, email or any other means:

- Disruptive behaviour or disorderly conduct that interferes or threatens to interfere with the operation of a classroom, office or any other area of the school grounds.
- Using offensive language, shouting or swearing whether in person, by phone, email, text, voicemail or other means.
- Attempting to physically intimidate.
- Threatening to harm a member of school staff, visitor, fellow parent/carer or pupil.
- Approaching someone else's child in order to discuss or chastise them because of their actions towards their own child/ren.
- Smoking and consumption of alcohol or illegal drugs on school premises.
- Making excessive demands on school time by frequent, lengthy and complicated contact with staff whilst a question or concern is being dealt with.
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms.
- Damaging or destroying school property.

Parents and carers should raise concerns they may have about the school or their child/children through the appropriate channels. This is usually the Form Teacher in the first instance.

Where appropriate, a parent should refer to the Complaints Procedure.

Dealing with unacceptable conduct

If the school suspects, or becomes aware, that a parent has breached the expectations in this policy, the school will gather information from those involved and speak to the parent about the incident. Depending on the nature of the incident, the school may then:

- Invite the parent into school to meet with a senior member of staff or the headteacher
- Send a warning letter to the parent
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from our legal team at the local authority regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site

The school will always respond to an incident in a proportionate way. The final decision on how to respond to breaches of our expectations outlined in this policy rests with the headteacher.

In the event that any pupil or parent or carer of a child at LCEHS is found to be posting libellous or defamatory comments on social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content that can be posted on the site and they provide robust mechanisms to report contact or activity that breaches this. The school will also expect that any parent, carer or pupil will remove such comments immediately.

Parents and carers must ensure they make all persons responsible for collecting their children aware of this policy.

Support for staff

If a member of staff is unfortunate enough to be subject to serious physical and/or verbal abuse there are a variety of sources of support available to them:

- The staff member's line manager
- Any member of the School's Senior Leadership Team
- The Council's Employee Assistance Programme, which offers confidential telephone access for any personal or work related issue
- Trade unions.

What to do if a member of staff is concerned about a parent or visitor's conduct towards them:

- If the visitor is on the premises, use your emergency call button on the radio and ask for urgent assistance, stating your location.
- If the conduct is by telephone, tell the visitor:
 - I find your comments\language\tone to be intimidating or offensive and I am going to end this call.
 - End the call.
 - Write up the incident in detail and inform your line manager and link SLT member
- If the conduct is via email or social media:
 - Do not engage.
 - Send the email or screen shot of the comment to the Headteacher with an explanation of what has taken place.

Support for students

Students who are affected by any incident should be made aware that they can speak to a member of staff. This could be their form tutor, their head of year, a member of the student pastoral team, or any member of the senior team who will ensure appropriate support is provided.