

CARDIFF HIGH SCHOOL



# Code of Conduct in Relation to Parents/Carers Including the use of Social Media

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This Code of Conduct is an unsigned agreement between the Parent/Carer, Visitor and Cardiff High School it sits alongside the **Managing Violent and Abusive Visitors Policy**

At Cardiff High School we are very proud of the fact that we have a very dedicated, inclusive supportive school community. At our school the staff, governors, parents and carers all recognise that the education of our children is a partnership between us.

We expect our school community to respect our school ethos, to set a good example of in terms of polite, respectful behaviour.

The purpose of this code of conduct is to highlight the expectations regarding the conduct of all parents, carers and visitors connected to our school.

As a school, we are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. We recognise, however, that everyday misunderstandings can cause frustrations and have a negative impact on our relationships. Where issues arise or misconceptions take place, please contact the school in order to arrange a meeting to discuss and hopefully resolve issues. Where matters 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.

This code aims to clarify the types of behaviour that will not be tolerated and seeks parental agreement to these expectations.

The code of conduct also sets out the actions the school can take should this code be ignored or where breaches occur.

**Behaviour that will not be tolerated:**

- Disruptive behaviour which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises
- Any inappropriate behaviour on the school premises
- Using loud or offensive language or displaying temper
- Threatening in any way, a member of staff, visitor, fellow parent/carers or child.
- Damaging or destroying school property
- Sending abusive or threatening emails or text/voicemail/phone messages 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/governors at the school on social media
- The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of your own child on school premises
- Approaching someone else's child in order 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 consequences)

Should **any** of the above occur on school premises or in connection with school, the school may feel it is necessary to take action by contacting the appropriate authorities or considering banning the offending adult from entering the school premises.

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

In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will in the first instance be referred to the Police. This will include any or all cases of threats or violence and actual violence to any child, 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 the Local Authority's Legal Team for further action. In cases where the code of conduct has been broken but the breach was not libellous, slanderous or criminal matter, then the school will send out a formal letter to the parent/carer with an invite to a meeting.

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 behaviour continues, the parent/carer will again be written to and informed that a ban is now in place.

**Note:**

- (1) a ban from the school can be introduced without having to go through all the steps offered above in more serious cases
- (2) Site bans will normally be limited in the first instance

**Issues of conduct with the use of Social Media**

Most people take part in online activities and social media. It can be fun, interesting and keeps us connected.

The school has a number of social media accounts which allows parents and carers to receive and respond to messages about school events. We encourage you to positively participate if you wish.

Within these spaces however we ask that you remain sensitive when discussing school life online.

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 or children.

We take very seriously the inappropriate use of social media by a parent or carer to publicly humiliate or criticise another parent, member of staff or child.

**Online activity which we consider inappropriate include:**

- Identifying or posting images/videos of children other than immediate family members
- Abusive or personal comments about staff, governors, children or other parents
- Bringing the school in to disrepute
- Posting defamatory or libellous comments against the school or staff
- Emails circulated or sent directly with abusive or personal comments about staff or children
- Using social media to publicly challenge school policies and procedures or discuss issues about individual children or members of staff
- Threatening behaviour, such as verbally intimidating staff, or using bad language