

CODE OF CONDUCT FOR PARENTS, CARERS AND VISITORS

This Code of Conduct is an agreement between the Parent, Carer, Visitor and Palmers Green High School.

Policy reviewed: August 2025

Next review: August 2026

This document will remain valid until the end of the academic year 2025-2026

At Palmers Green High School, we are proud and fortunate to have a very dedicated and supportive School community. The staff, governors, parents and carers all recognise that the education of our pupils is a partnership between us. As such we are all aware of the importance of good working relationships and welcome and encourage parents and carers to participate fully in the life of our School.

The purpose of this Code of Conduct is to illustrate the best practice expected around the conduct of all parents, carers and visitors connected to our School.

Members of our School community are requested to set a good example through their own behaviour both on School premises and when accompanying classes on School visits and to support our School ethos.

We ask our parents, carers and visitors to keep our pupils safe by adhering to the School's request to park safely, and with consideration for our neighbours, outside and nearby to School each day and when attending School events in the evening and at weekends.

We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. However, we understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships.

Where issues arise or misconceptions take place, please contact your child's Class Teacher or Form Tutor in the first instance and they will arrange a time to contact or meet with you to go through the issue and hopefully resolve it. Further guidance is given in Appendix 1.

As guidance, examples of behaviour that do not follow the Code of Conduct include, but are not limited to:

- Disruptive behaviour which interferes or threatens to interfere with any of the School's normal operations or activities anywhere on the School premises.
- Any inappropriate behaviour on the School premises including using loud or offensive language or displaying temper.
- Threatening in any way, a member of staff, visitor, fellow parent/carers or pupil.

- Damaging or destroying School property.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications, including on social media, to anyone within the School community.
- Making defamatory, offensive or derogatory comments regarding the School or any of the pupils/parents/staff/governors at the School in conversation or in written conversations, including emails.
- Posting defamatory, offensive or derogatory comments regarding the School or any of the pupils/parents/staff/governors at the School on social media sites. (Please see Appendix 2 - PGHS Social Media Guidance for Parents.)
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child or another child.
- Smoking, taking illegal drugs or the consumption of alcohol on School premises. (Alcohol may be consumed, in moderation, during authorised School events.)
- Please note that dogs, other than guide dogs, must be carried at all times when brought on to the School premises.

Should any of the above occur on School premises or in connection with School it may be necessary for action to be taken and this is likely to be led by a member of the Senior Leadership Team.

Thank you for abiding by this Code of Conduct so that together we create a positive and uplifting environment not only for the pupils but also for all who work at and visit our School.

It is important for parents and carers to make sure any persons collecting their children are also aware of this policy.

Appendix 1

Parental contact with School - Lower School

- Your first point of contact is the Class Teacher.
- You can make contact in person at drop off or pick up time, by email or by contacting the School Office to leave a message.
- The Class Teacher may be able to answer your question straight away or they may need to get back to you and this will be done as swiftly as possible.
- Class Teachers are teaching during the day and so it is not always possible for them to come to the telephone when you call School; however, a message will be passed on by the School Office and the Class Teacher will respond as soon as they are able.
- Parents are advised that it will not normally be possible for them to see a member of staff, including Senior Leadership, without an appointment. They are asked to contact the School Office to arrange an appointment at a mutually convenient time. It is possible also to request a telephone call with a member of staff as an alternative to a face-to-face meeting.
- If the appointment concerns a serious pastoral or welfare matter, a meeting should be requested with the Deputy Head or Head via the School Office.
- Other staff may be asked to meetings where appropriate or information may be shared with relevant persons.

Parental contact with School - Senior School

- Your first point of contact is the subject teacher or Form Tutor.
- You can make contact by email or by contacting the School Office to leave a message.
- The subject teacher or Form Tutor may be able to answer your question straight away or they may need to get back to you and this will be done as swiftly as possible.
- Teachers and Tutors are teaching during the day and so it is not always possible for them to come to the telephone when you call School; however, a message will be passed on by the School Office and the Teacher or Tutor will respond as soon as they are able.
- Parents are advised that it will not normally be possible for them to see a member of staff, including Senior Leadership, without an appointment. They are asked to contact the School Office to arrange an appointment at a mutually convenient time. It is possible also to request a telephone call with a member of staff as an alternative to a face-to-face meeting.
- If the appointment concerns a serious pastoral or welfare matter, a meeting should be requested with the Deputy Head or Head via the School Office.
- Other staff may be asked to meetings where appropriate or information may be shared with relevant persons.

Appendix 2

Social Media Guidance for Parents

Statement of Intent

Palmer's Green High School understands the benefits of using social media; however, if misused, the School community can be negatively affected, such as by damaging the School's reputation. This guidance document sets out how we expect parents to conduct themselves on social media such as Facebook, Twitter or blogging sites and when using messenger apps, such as WhatsApp.

PGHS asks its whole community to promote three common approaches to online behaviour:

- Common courtesy
- Common decency
- Common sense

PGHS strives to be a safe school for everyone where online behaviour does not:

- Cause offence or reputational damage to the School, staff or pupils;
- Have implications for the safeguarding of pupils by releasing what may be confidential information, for example by providing personal details or photographs.

Legal framework

This guidance has due regard to statutory legislation, including, but not limited to, the following:

- Data Protection Act 2018 and GDPR 2018
- Defamation Act 2013
- Protection of Freedoms Act 2012 (as amended)

Online safety and social media conduct

PGHS expects parents to behave in a civilised nature online and will not tolerate any of the following online behaviour:

- Posting hurtful, rude or derogatory 'statuses' about the School, its staff or pupils. To do so is disrespectful and may upset, distress, bully or harass
- Posting or forwarding comments that may be considered to be intimidating, racist, sexist, homophobic or defamatory. This is cyber-bullying and may be seen as harassment or libel
- Complaining about the School's values and methods on social media
- Other postings or actions which could be perceived as abusive or make someone feel upset, humiliated or threatened.

Parents will not attempt to 'friend' or 'follow' any member of staff on their personal social media accounts without the member of staff's prior knowledge and agreement.

Parents will not take and then share online, photographs or videos of other pupils, parents or staff at School events without specific individual permission.

PGHS retains the right to request any damaging material to be removed from social media websites.

Breaches of this guidance will be taken seriously by the School and, in the event of illegal, defamatory, or discriminatory content, breaches could lead to prosecution.

Online messaging

PGHS expects parents to use messaging apps, such as WhatsApp, for purposes beneficial to themselves and the School, and will not accept any of the following behaviour:

- Sending abusive messages to fellow parents;
- Sending abusive messages about members of staff, pupils or the School;
- Sending abusive messages to members of staff.

The School appreciates the simplicity and ease of instant messaging online; keeping in contact outside of School can benefit the School community by keeping the School community closer. Should any problems arise from contact over social media, the School will act quickly by contacting parents directly, to stop any issues continuing.

PGHS can request a meeting with parents if any misconduct, such as sending abusive messages or posting defamatory statuses, occurs online.

The Head can request that School related 'group chats' are closed down should any problems continue.