



Parent/Carers and Visitors

“Springfield is a caring, supportive and innovative school where everyone is recognised and appreciated as an individual. The golden thread running through our vision is the mental health and wellbeing of our school community. By creating a safe, supportive and relational environment for all, we enable our children to be ambitious and to reach their full potential, so that they can take their place in their community and in the wider world.”

The ethos of Springfield Primary school encourages close links with parents and the community. The staff and governors believe that the children benefit when the relationship between home and school is a positive one. For these reasons we will continue to welcome and encourage parents/carers and visitors to participate fully in the life of our school.

To truly create the best outcomes for children requires the relationship between home and school to be based on the principles of care, integrity, trust, and mutual respect. The maintenance of this relationship is important to ensure that a child or children are safe (please read our Child Protection/Safeguarding policy) and not open to undue distress and anxiety.

We are committed to resolving difficulties in a constructive manner, through open and positive dialogue. However, we understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships. The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal and or physical abuse towards members of school staff or the wider school community.

The governing body expects and requires its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self-defence. We expect parents and other visitors to behave in a reasonable way towards members of school staff. Likewise, this is also expected from our staff and children.

In relation to behaviour of parents towards any member of staff, governors or volunteers, the school will not tolerate any instances of disruptive behaviour which interferes or threatens to interfere with any of the school's operation or activities anywhere on the school premises. For this reason, we will not tolerate parents/carers/visitors:

- Using loud or offensive language.
- Threatening, in any way, a member of school staff, visitor, fellow parent/carer or pupil.
- Damaging, destroying, or graffitiing school property.
- Sending abusive or threatening e-mails or text/voicemail/phone messages or other written communications to anyone within the school community.
- Using social media to publicly challenge school policies or discuss issues about individual children or members of staff
- Breaching school security procedures
- Defamatory, offensive, or derogatory comments regarding the school or any of the pupils/parent/staff, at the school on Facebook or other social sites.
- The use of physical or verbal aggression towards another adult or child. This includes physical punishment against 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/children. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Smoking, taking illegal drugs or the consumption of alcohol on school premises.

- Dogs being carried or brought on to school premises (other than guide dogs)

The school would also like to draw attention to the following:

Inappropriate use of Social Network Site

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents or pupils.

The Department for Education/Government and Governors of Springfield Primary School considers the use of social media websites being used in this way as unacceptable. Any concerns you may have about the school or your child/children must be made through the appropriate channels where they will be dealt with fairly, appropriately, and effectively for all concerned.

Libellous or Defamatory posts - In the event that any pupil or parent/carer of a child/children at Springfield CPS is found to be posting libellous or defamatory comments on Facebook or other 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 which can be posted on the site and they provide robust mechanisms to report content or activity which breaches this. The school will also expect that any parent/carer or pupil removes such comments immediately.

Cyber Bullying - we take very seriously the use of cyber bullying by one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying. The school will also consider its legal options to deal with any such misuse on social networking and other sites.

This policy outlines the steps that will be taken where behaviour is unacceptable.

If a parent/carer/visitor is intimidating, threatening or aggressive towards any member of the school community any interaction will be terminated immediately, and the person will be instructed to leave the premises. Further action may be taken by the school. The local authority itself may act where behaviour is unacceptable or there are serious breaches of health and safety legislation.

Each incident which occurs will be treated on an individual basis and appropriate action will be judged depending on the severity of the behaviour exhibited, however as a rule the following process will be followed:

Step 1

A meeting with the parent/carer/visitor where a verbal warning will be issued by the Head teacher/DSL in the absence of the HT

Step 2

Written warning issued plus a meeting re-visiting the Code of Conduct with the Headteacher and Community Police Officer/DSL in the absence of HT

Step 3

Adult will be banned from entering the school grounds- a letter will be issued after a conversation takes place with school's legal team. This letter will include details of how long the ban will last and what will happen if the ban is breached, e.g. police involvement or an injunction application will follow

Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

Step 4

Local authorities alerted, and legal advice sought.

Please note:

It is the responsibility of all parents/carers to ensure they make all persons responsible for collecting their children, aware of this policy.