



### **Parents and Carers Charter**

We, the Governing Body and Headteacher, strongly believe that our school should be a welcoming and safe place for our children, staff, parents and visitors alike and that our parents share that belief. We have legal responsibilities for the safeguarding and wellbeing of children and staff, and a duty of care to all users of our school.

All adults who enter our school site at any time set examples of behaviour and conduct which influence children and young people and we believe that they should therefore demonstrate high standards of conduct in order to encourage our pupils to do the same. Parents and carers must show respect to all other parents and carers, children and staff.

Adults who do not behave in an acceptable manner may be asked to leave the site and the Headteacher has the right to further restrict their access. The process for restriction of access in relation to parents and carers who have reason to come on to the school site is set out in our Access Restriction Procedure.

#### **Behaviour which is regarded as unacceptable includes:**

- Physical abuse, threatening, oppressive, intimidating or aggressive behaviour or use of offensive language towards other adults, staff or children
- Entering the school site under the influence of alcohol or drugs
- Smoking (including e-cigarettes) anywhere on the school site
- Making derogatory comments on social media about the school, school staff and children
- Bringing dogs, with the exception of Assistance Dogs, on to the school site without the explicit permission of the Headteacher

School-related issues which parents or carers have concerning school, pupils or their families must be brought to the attention of a member of staff. Parents or carers must not try to resolve any issues themselves by direct action on site. If issues cannot be successfully resolved by speaking to a staff member, parents' and carers' correct course of action is use our Complaints Procedure as appropriate

We expect all communication between parents and school to be conducted in a polite and respectful manner. Communication may be restricted if it becomes unacceptable.