



STAMFORD

PARENTAL CODE OF CONDUCT

Stamford Endowed School recognises that a child's education is most impactful and fulfilling when parents and school work together in the best interests of the child. While we appreciate that there can be challenges during a child's time at school, we will always look to do our best for each and every Stamfordian of whatever age.

In return we expect that parents and guardians maintain a constructive relationship with the School. In section (5) of our Terms & Conditions, which all parents sign and agree to on entry to the School, we set out the expectations we have of parents/guardians; this Code of Conduct expands upon that to ensure everyone in the School community understand the expectations we all have.

In particular we ask that in all your dealings with the School you look to maintain the core values of:

- trust
- honesty
- respect for all
- respect for the environment
- treating every student as an individual
- allowing students to grow and develop their potential, free from fear and bullying

and that there is a partnership between home and school; and that teachers, and the wider School staff, are able to educate in an atmosphere of learning and co-operation.

We hope the examples of unacceptable behaviour are obvious and uncontroversial, and we hope that you can help us enforce them, so that everyone in the Stamford community feels safe and respected at all times.

1. Rationale

At Stamford, we believe in developing positive relationships with our parents and guardians. We recognise that educating children is a process that involves partnership between parents, teachers and the whole school community.

We know that from the outset, when we develop open, courteous and honest dialogues, we can work together with families to provide the excellent academic opportunities and the outstanding pastoral care we are known for.

The purpose of this policy is to provide guidance to all parents and visitors to Stamford about the expected conduct so that we can continue to work together to ensure a safe and positive environment for the children in our care.



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2. Aims

To ensure that parents, guardians and visitors treat each other, and members of our School community, with respect.

3. Contacting Staff

We ask parents to be mindful of how and when they contact School staff, and would expect all communication with staff to be polite. Staff will generally try to respond to parents / guardians within one working day, but school-life means this may not always be possible. Parents / guardians should generally contact their child's class teacher for SJS or class tutor for SS in the first instance with any questions or queries, and then the Deputy Head Pastoral or Academic for SJS, or Head of Year or Head of Key Stage for SS. The vast majority of issues will be able to be dealt with at that level, or if not your query will be passed to the correct person in School.

4. Expectation

In order to support a peaceful and safe school environment, Stamford School and Stamford Junior School will not tolerate poor behaviour from parents, guardians and visitors such as the following:

- Behaviour that would compromise the Health & Safety of staff, students and other visitors on site
- Behaviour that compromises the School's Data Protection responsibilities or discloses confidential agreements
- Providing false or misleading information to the School or failing to disclose information
- Failure to respect the School's need to remain neutral in the case of family disputes
- Driving without due care and attention on site, parking in unallocated zones and unauthorised parking on the School site (note that cars cannot be left in parking places after drop off e.g to walk a dog)
- Failure to comply with directions from School staff, including the School Marshals and estates staff
- Disruptive behaviour, which interferes or threatens to interfere with the operation of a classroom, or any other area of the School grounds. Using offensive language, swearing, cursing, or using profane language to a member of School staff, Governor, visitor, fellow parent/guardian or student
- Threatening to cause actual bodily harm to a member of School staff, Governor, visitor, fellow parent/guardian or student
- The use of rude or aggressive hand gestures, including shaking or holding a fist towards another person
- Damaging or destroying School property



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- Abusive or threatening emails or text/voicemail/phone messages or other written communication to a member of School staff, Governor, visitor, fellow parent/guardian or student
- The use of physical aggression towards another adult or child. This includes physical punishment against your own child on School premises
- Approaching someone else's child in order to discuss or chastise them because of the actions of that child towards their own child
- Smoking, vaping or consuming drugs whilst on School property or accessing the School site whilst intoxicated or under the influence of drugs

This is not an exhaustive list but seeks to provide illustrations of poor behaviour. Whilst the use of such behaviour is unacceptable in all circumstances, the School has a duty of care to protect the children in our care from being exposed to such behaviour (whether or not directed at them).

Should any of the above behaviour occur on School premises, the School may feel it is necessary to contact the appropriate authorities and, if necessary, ban the offending adult(s) from entering the School grounds. We trust that parents and guardians will support Stamford with the implementation of this policy and we thank you for your continuing support.

5. Use of Social Media

The Stamford Schools make use of social media, to enable parents and guardians to receive and respond to messages and information regarding School events and positive contributions to the School's social media, such as Instagram, are welcomed. However, if misused, the School community can be negatively affected, with the potential to amplify misleading information and undermine the Schools messaging and brand. This conduct policy sets out clear procedures for how we expect parents and guardians to conduct themselves on social media and when using messenger apps, such as WhatsApp, Facebook or Instagram.

We take very seriously inappropriate use of social media by a parent or guardian to humiliate or criticise publicly the school, another parent, member of staff, Governor or child (whether they are a student of Stamford or another school).

Any concerns parents or guardians may have about the School should be made through the appropriate channels by speaking to the Class Teacher, Tutor, Head of Year, Head of Key Stage, or member of the Senior Leadership Team, so that they can be dealt with fairly, appropriately and effectively for all concerned. Parents/guardians should not use social media as a medium to air a concern or grievance. Additionally, for parents/guardians who are also members of staff, they should be mindful of the staff code of conduct requirement that "as a member of the School community, each employee has an individual responsibility



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to maintain their reputation and the reputation of the Schools, whether inside or outside working hours”.

The School considers the following examples to be inappropriate uses of social media. (This list is non-exhaustive and is intended to provide examples only):

- Defamatory, offensive or derogatory comments regarding the School or any of the children, parents, staff or Governors of Stamford School on WhatsApp, Facebook, Instagram or other social media sites
- Making false/vexatious allegations against members of the School community or recklessly repeating gossip/unsubstantiated allegations
- Identifying or posting images/videos of children
- Bringing the School into disrepute
- Emails circulated or sent directly with abusive or personal comments about staff, Governors or children
- Using social media to publicly challenge School policies or discuss issues about individual children or members of staff
- Threatening behaviour, such as intimidating staff, or using bad language
- Breaching School security procedures

At our School, we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately.

6. What Happens if Someone Breaches the Conduct Policy?

In the event of any parent/guardian or visitor of the School breaking this code, 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 all cases of threats of violence and actual violence to any child, staff or Governor of 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 may refer the matter to the School's solicitors for further action.

In cases where this policy has been broken but the breach was not a libellous, slanderous or criminal matter, then the School will send a formal letter to the parent/guardian/visitor with an invitation to a meeting.



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If a parent/guardian refuses to attend the meeting, the School will issue a written instruction asking them to cease the behaviour causing concern and warn that if they do not, they may be in breach of the School's terms and conditions and at risk of having their contract terminated by the School, in accordance with Clause 5 of the School's standard Terms & Conditions.

If a visitor refuses to attend the meeting, the School will issue a written instruction asking them to cease the behaviour causing concern and warn that if they do not, they may be issued with a ban to prohibit them from entering the School grounds to safeguard our School community. The duration of the ban will be dependent on the situation.

In the event of non-compliance with a banning order, the School would work with the Police or other relevant authorities to enforce any orders or take such further action as appropriate (this may include the enforcement of a restraining order to restrict access to the School site).

7. Moving between Key Stages

Where the School does not believe that the relationship between the School and the parents is constructive and the child is being impacted by this, the School reserves the right to give notice such that the child does not move to the next Key Stage. Such a measure would only be taken after the School has made every effort to meet with the parent and address any concerns.

8. Termination of Contract Due to a Breach of the Conduct Policy

There is an expectation that parents and guardians will behave courteously, reasonably and with respect shown to staff and students at the School. If parents/guardians engage in aggressive, abusive, dishonest or obscene behaviour or language towards staff or other members of the School's community, this may constitute a fundamental breach of their agreement and contract with the School. As per Clause 5 of the Terms & Conditions, serious misconduct may result in termination of this agreement by the Principal, with or without notice (in the case of notice, this would be one full term). Regard will always be given for the wellbeing and best interests of the student.