Parent Support and Code of Conduct

EDGE GROVE SCHOOL

Aldenham Village
Hertfordshire
WD25 8NL

1. Statement of Intent

At Edge Grove we are committed to fostering a safe and respectful environment for everyone. As part of this, we set expectations about the conduct and behaviour of all members of our community, including the families of children at the School.

When you accept a place for your child at Edge Grove, it is the start of a partnership in which good working relationships between staff and parents are essential. In order to fulfil our obligations to you and your child, and to maintain a constructive relationship with you, we ask for your cooperation and that you engage with the School in a manner that is reasonable and respectful.

The parent contract sets out your obligations as parents of a child at the School.

This Code of Conduct provides further detail about how we expect parents to interact with the School and behave towards and communicate with other members of the School community, including School staff, representatives of the School and other pupils and parents, in person or online.

For the purpose of this Protocol, parent has the same meaning as parent in the Parent Contract and means any person who has signed the Acceptance Form as a holder of parental responsibility for the child at the School.

2. Supporting your Child

It is important that parents model good behaviour and learning habits. The School expects that you will support your child in their education and participation in School life including by:

- encouraging your child in their understanding of the curriculum and giving appropriate support at home, including by providing suitable time and space for any homework to be completed independently;
- ensure your child arrives at School by 08:25 each morning, ready to learn and is not collected before the end of the school day unless prior permission has been obtained;
- responding to any requests for information or consent regarding your child's participation in School activities in a timely manner;
- engaging quickly, openly and cooperatively with School staff should they raise any concerns with you regarding your child's academic progress, behaviour or wellbeing; and
- attending routine parent meetings or any individual meetings arranged to discuss or support your child.

3. Sharing Information with the school

In order for the School to provide the best possible education and care for your child it is essential that details of any matters that may affect your child are shared with the School in a timely and transparent manner and that such information is accurate, truthful and not misleading. This will include information (or any updates to information) relating to:

- your child's emotional, psychological or physical wellbeing;
- any health/medical condition, disability or allergies;
- any special educational needs;
- any court orders applicable to your child;
- your child's ability to continue as a pupil at the school (e.g. inability to pay the School fees/any change in immigration status); or
- any other matter that may impact on your child's engagement in day-to-day School life.

The School values positive, timely, two-way communication with parents and expects that all parents will:

- email the form teacher of the child in the first instance;
- refrain from unreasonably duplicating correspondence;
- respect the working hours of staff when making contact and while awaiting a response. Our staff are not contracted to work at weekends;
- understand that teachers must prioritise time with their pupils and are unlikely to be able to answer calls or respond to emails immediately during the School day;
- if requesting a meeting or telephone call, provide as much information as possible in advance so that staff can prepare appropriately and ensure a productive meeting;
- raise any concerns or complaints directly with the School in line with The Complaints Policy;
- ensure all communications (whether in person, via email, by telephone or otherwise) are reasonable, polite and appropriate, including in respect of the content, tone, length, volume and/or nature of the communication.

4. Respecting professional decisions

Although always willing to discuss the context for any decision regarding your child, the School expects you, as parent to understand and respect that, as education professionals, School staff:

- have a duty of care to each individual pupil which must always be balanced against the needs of the Edge Grove community as a whole;
- may issue a disciplinary sanction against a pupil, following due process and in accordance with the Edge Grove Behaviour Policy with the expectation that parents will support and uphold any such measure;
- will allocate pupils to teaching sets and form groups based on their professional judgment and knowledge of each individual pupil within the context of the pupil's peer group;
- are obliged to act with integrity and honesty when predicting grades or writing references for pupils.

5. Unacceptable conduct or behaviour

Whilst not an exhaustive list, the following are examples of parental conduct that would be unacceptable to any member of our community and will not be tolerated in or by Edge Grove:

- acts (or threatened acts) of aggression, violence, intimidation or threat, whether of a physical or psychological nature;
- use of offensive, abusive or otherwise inappropriate or disrespectful language;
- any discriminatory, bullying or harassing conduct or behaviour including sexual harassment;
- making a malicious, unfounded allegation about a member of staff or the School;
- acting disrespectfully to match officials, coaches or others (including other parents) during sporting fixtures or other co-curricular activities;
- posting derogatory, defamatory or offensive comments about the School or any member of the School community online;
- communicating with the School in person or in writing (directly or indirectly) in a manner which is deemed voluminous, relentless, confrontational, unreasonable, intimidating and/or overly aggressive;
- recording conversations or meetings without prior consent;
- behaving in a manner which is likely to, or does, adversely affect the safety or welfare of any member of the School community;

- smoking (including vaping) or drinking alcohol on the School premises (unless alcohol has been allowed at a specific event);
- being on School premises while under the influence of drugs or alcohol, in such circumstances we have the right to ask for a responsible adult to pick up your child(ren);
- possessing or taking drugs;
- bringing dogs onto the school premises (other than guide dogs). This includes carrying dogs;
- driving dangerously on the school site, over 5mph, or not obeying the school's parking rules and procedures for dropping off or collecting pupils from school, engines must be turned off whilst idle as exhaust emissions contribute to harmful air pollution;
- littering or causing damage to the school's property or environment. Accidents happen, please let us know if any damage is done.

6. Responding to unacceptable behaviour

Edge Grove appreciates that the vast majority of parents are reasonable and respectful in all their interactions with School staff and the wider school community. However, instances where the School determines that parental conduct or behaviour has fallen short of the expectations as set out in this Code of Conduct will be taken seriously. Where warranted and depending on the nature of the conduct or behaviour in question, the School will take appropriate steps in response which could include, for example:

- writing to the parent/s to remind them of their obligations and the expected standards of behaviour/conduct;
- requiring specific action, for example, to attend a meeting or provide certain information;
- inviting the parent/s to meet with a senior member of staff or The Head;
- putting in place a communication plan which places some parameters or conditions on the manner in which the parent/s may communicate with the School;
- banning the parent/s from the School site or certain School events; or
- requiring the removal of their child from the School in accordance with clause 7.3.1 of the Parent Contract.

The School will always respond to an incident in a proportionate way, prioritising at all times the interests of our pupils. The following are examples of parental conduct that is particularly serious and may result in your child being asked to leave the School:

- repeated and or persistent breaches of the Parent Code of Conduct or Parent Contract;
- treating the School, a member of staff or another member of the School community unreasonably, which may include:
- acts of physical aggressive, violence, intimidation or threat;
- use of offensive, abusive or otherwise inappropriate or disrespectful language; or
- any discriminatory, bullying or harassing conduct or behaviour including sexual harassment.
- making a malicious allegation about a member of staff or the School;
- posting derogatory, defamatory or offensive comments about the School or any member of the School community online;
- communicating with the School in person or in writing (directly or indirectly) in a manner which is deemed voluminous, relentless, confrontational, unreasonable, and/or overly aggressive; or
- behaving in a manner which is likely to, or does, adversely affect the safety or welfare of any member of the School community.

These lists are not exhaustive.

We thank parents for reading and following this Code of Conduct