



Morven Park Primary School

School Street, Kirkby-in-Ashfield, Nottingham NG17 7BT

PARENT/CARER CODE OF CONDUCT

We are very proud of the fact that we enjoy good, productive relationships with our parents and carers who hold the children and their outcomes at the centre.

Parent/carer expectations of school

Parents can expect an open and mutually respectful relationship with school and should a concern arise, it will be taken seriously and dealt with in a timely and courteous manner by all and in line with existing school policies. We are proud of the fact Morven Park staff go 'above and beyond' when it comes to supporting our children and families and we operate an 'open doors' policy when it comes to working with parents.

School expectations of parent/carers

Our whole school community has a care and respect at its core. Everyone expects to be treated with courtesy and not to be subject to the use or threat of:

- **Verbal Abuse**
- Physical Abuse
- Threats of posting negative comments on social media (see Appendix 1) or reporting to OFSTED
- Demands for meetings at unreasonable times and or unreasonable length, without prior notice
- Attempts to dictate management decisions
- Frequent or repetitive meetings about an issue that has already been dealt with
- To incite other parents to join or make a complaint

Such actions will not be tolerated and school will respond proactively to support their staff. In case such as these, sanctions may include restricted contact with school or a ban from the school premises.



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Appendix 1 - Inappropriate use of Social Networking Sites

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/pupils. The Governors of our school consider the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, so they can be dealt with fairly, appropriately and effectively for all concerned. If you believe further action is required please refer to our Complaints Policy on the school website.

In the event that any pupil or parent/carer of a child/ren being educated at our school is found to be posting libellous or defamatory comments on Facebook or other social network sites, they may 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. Our school also expects that any parent/carer or pupil removes such comments immediately.

In serious cases school will also consider legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly, is the issue of cyberbullying and the use by one child or a parent with the intention to publicly humiliate another by inappropriate social network entry. This will be dealt with as a serious incident of school bullying.

Thankfully such incidents are extremely rare.