

## Working together to make our school a happy and safe environment for everyone

**This policy is an unsigned agreement between the Parent, Carer, Visitor and Pictor Academy.**

At Pictor Academy we are very fortunate to have a supportive and friendly parent body. Our parents recognise that educating children is a process that involves partnership between parents, teachers and the whole school community. As a partnership our parents understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our school.

We expect our school community to respect our school ethos, keep our school tidy, set a good example of their own behaviour both on school premises and when accompanying classes on school visits.

In addition, we also expect our parents, carers and visitors to keep our children safe by adhering to the school's request to drive and park safely during morning and afternoon collections.

The purpose of this policy is to promote positive interactions and relationships at all times and to provide the expectations around the conduct of all parents, carers and visitors connected to our school.

We are committed to resolving difficulties at the earliest opportunity and in a constructive manner, through an open and positive dialogue. However, we understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships. Where issues arise or misconceptions take place, please prioritise contacting your child's teacher or the Headteacher, who will be available to meet with you and go through the issue and hopefully resolve it.

### **Guidance**

We appreciate that the vast majority of parents, carers or visitors do not require any reminders or guidance regarding creating the most beneficial environment for our children. However, for the purpose of clarity in the event of any exceptional circumstances the expectations are as follows:

- Promote a culture of teachers and parents working positively together for the benefit of all our children.
- Contribute at all times to the caring ethos of our school.
- Demonstrate that all members of the school community will be treated with respect and therefore set a good example in their tone and behaviour.

- Understand the importance of a calm environment for our pupils therefore school staff are unable to discuss issues with pupils nearby.
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue.
- Approach the school to help resolve any issues of concern.

In order to support a peaceful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with the operation of any area of the school grounds.
- Displaying temper, especially in front of children.
- Demanding, abusive or threatening e-mails or text/voicemail/phone messages or other written communication.
- Defamation of the school's or staff character on Facebook or other social sites
- The use of physical aggression towards anyone.
- Approaching someone else's child in order to discuss or chastise them because of their actions towards their own child.
- Smoking on school site.

Should any of the above behaviour occur on school premises the school will implement action and may feel it is necessary to contact the appropriate authorities and, if necessary, even ban the offending adult from entering the school grounds.

Thank you for abiding by this policy in our school. Together we create a positive and uplifting environment not only for the children but also all who work and visit our school.

It is important for parents and carers to make sure any persons collecting their children are aware of this policy.

We trust that parents and carers will assist our school by abiding by the guidance and we thank you for your continuing support of the school.

## **Appendix 1 - Use of Social Network Sites**

The PSFA has a Facebook page which allows parents to receive and respond to messages about school events. We encourage you to positively participate if you wish. Additionally, we find Class Dojo to be a hugely valuable resource for communicating and interacting with parent/carers, please ensure positive participation on this platform.

Unfortunately, social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/pupils. Pictor Academy considers 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.

In the event that any parent of a child being educated at Pictor Academy is found to be posting libellous or defamatory comments on 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 contact or activity which breaches this. The school will also expect that any parent removes such comments immediately.

**‘Think before you post’** We ask that social media (including WhatsApp), whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents or children.

We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, member of staff or child.

We aim to resolve your concerns amicably however if you do have any concerns please contact the class teacher in the first instance. If the matter remains unresolved it will be dealt with by the Headteacher or the Chair of the Advisory Committee if necessary, so it can be dealt with fairly, appropriately and effectively for all concerned.