Kings Heath Primary School

Nurturing ambition, achievement, respect and happiness.

Code of Conduct: Kings Heath Primary School

1. Introduction

Kings Heath Primary School is an inclusive community where everyone should feel welcome, valued and safe. A strong partnership between school and families supports children's learning and wellbeing. This code sets out how parents, carers and visitors can help maintain respectful relationships and a safe school environment. We welcome questions, feedback and concerns, and ask that these are raised respectfully. Any concern about a child's safety should be reported promptly to a member of staff or the Designated Safeguarding Lead.

2. Purpose

This code applies to parents, carers and visitors, including grandparents, childminders and anyone accompanying or collecting a child. It covers conduct on school premises, at school activities and events off site, and in school-related communication, including telephone calls, emails, messaging groups and social media. Staff conduct is addressed through the staff code of conduct, and pupil behaviour through the school's behaviour policy.

3. Our ethos and values

At Kings Heath Primary School, we are committed to a child-centred approach where every child matters and has a sense of belonging. Our mission statement, "Nurturing ambition, achievement, respect and happiness", runs through everything we do. We aspire for our children to be:

· Successful learners who enjoy learning, make progress, and achieve.

· Confident individuals, able to live a safe, healthy, and fulfilling life.

· Responsible citizens who make a positive contribution to society.

Our school values are a reminder that kindness and consideration are an expectation for all on our site including children, staff, parents and other visitors.
As a Rights Respecting School, we place the United Nations Convention on the Rights of the Child at the heart of our work. This code reflects Article 2 (non-discrimination), Article 3 (the best interests of the child) and Article 19 (protection from violence and abuse). Adults share responsibility for protecting children's rights through respectful conduct and a safe, inclusive environment.

Kings Heath Primary School aims to:

Provide a safe and stimulating environment where children feel secure and happy in the knowledge that they are supported by a caring partnership between parents, teachers, and governors.

4. What you can expect of us, and what we expect of you

The School and its staff will:

- treat everyone who comes onto our school site with respect;
- ensure that visitors to our school site are supervised, where necessary;
- check the identity of contractors, workers and other visitors to our school site, as necessary;
- act in accordance with our safeguarding policy, available on the school website;
- do all that we reasonably can to ensure that the school is a safe and welcoming learning and working environment;
- listen to concerns and explain decisions clearly, recognising parents' right to make a complaint;
- consider reasonable adjustments, interpretation, accessible information or support at meetings where needed

Parents, carers and visitors are expected to behave politely and respectfully. This means they should:

- treat all members of our school community, the environment and school property with respect;
- follow the school's site procedures and reasonable instructions from staff;
- report anything that puts anyone on our site at risk to a member of our staff;
- accept that they are responsible for their own child's behaviour and safety, whilst their child is in their care, even when they are on our school premises.
- Arrange appointments through the school office when a discussion is needed. Staff may be unable to discuss sensitive matters during drop-off, collection or teaching time. Respect staff working hours and use school channels rather than personal accounts.
- When visiting school buildings, report to reception, follow sign-in procedures and wear a visitor badge where required. Do not enter classrooms or other restricted areas without permission. Follow the school's arrangements for events and drop-off or collection.
- Park safely and legally, avoid blocking entrances, pavements or neighbours' driveways, and follow any traffic or event safety arrangements.

Respectful communication and raising concerns

Parents and carers are welcome to ask questions, disagree respectfully and raise concerns or complaints. Please use school contact channels, allow each person to explain their view, listen without interrupting and focus on resolving the issue. Concerns about a child should usually be raised with the class teacher first, unless urgent or safeguarding related. Formal complaints should follow the published complaints procedure; complaints about the Headteacher should be directed to the Chair of Governors through the school office. Safeguarding concerns must be reported promptly and do not need to await the complaints process.

Staff may end a conversation, telephone call or meeting if it becomes abusive, threatening or unsafe. Where appropriate, the school will explain how communication can continue safely.

The school may put proportionate, time-limited communication arrangements in place where conduct causes significant disruption, such as a named contact or scheduled meetings. Reasons and review arrangements will be explained in writing. Routes for urgent safeguarding concerns, legitimate new complaints and information parents are entitled to receive will remain available.

5. The type of behaviour that the School considers unacceptable

The school will assess concerns fairly, taking account of the facts, context, seriousness and impact on others. Unacceptable conduct includes behaviour that threatens safety, intimidates or harasses others, or significantly disrupts learning or the work of the school. Respectful disagreement, criticism or making a complaint does not, in itself, constitute unacceptable behaviour.

This may include, but is not limited to:

- behaviour that significantly disrupts teaching, school activities or the safe operation of the school;
- aggressive or threatening speech or behaviour e.g. by swearing, threatening or shouting at others, taking an aggressive stance, threatening to strike someone or assaulting another person;
- damaging school property;
- discriminatory abuse or harassment, including racist, sexist, homophobic, transphobic or disability-related abuse;
- threatening, abusive, discriminatory or harassing messages or personal attacks about members of the school community, including through WhatsApp, Facebook, Instagram or other platforms; sharing confidential or sensitive information about children, families or staff. Parents retain the right to express opinions and raise legitimate concerns respectfully. Please use school channels to seek a response to concerns: 0121 464 9202 or enquiry@kingsheathprimary.com;
- bringing offensive weapons or items intended to threaten or harm someone onto school premises or to school activities;
- refusing to follow the reasonable instructions of our staff.
- smoking or vaping on school premises, bringing illegal drugs onto the site, or attending school premises or activities while impaired by alcohol or drugs;
- confronting, questioning, disciplining or threatening another person's child about an incident; report concerns to school staff instead;
- using physical punishment, threats or humiliating treatment towards any child on school premises or at school activities;
- filming or photographing children, staff or meetings contrary to the school's arrangements, or using images or recordings to intimidate, harass or expose confidential information.
- Unacceptable behaviour during school off-site activities or events will be dealt with in the same manner.

In addition, unacceptable behaviour also includes any communication with a member of our school's community that is malicious, threatening or abusive, including in person, over the telephone or in writing, e.g. by letter, email or any other electronic format, such as social media, regardless of whether it takes place on the school premises.

Photography and recording

At school events, follow the photography arrangements announced by staff. Images taken for personal use should not be shared publicly or on social media where other children are identifiable without permission from their parents or carers. Never photograph or film in toilets or changing areas.

Ask in advance if you wish to record a meeting. Requests, including those made as a reasonable adjustment, will be considered individually; agreed recordings require the consent of all parties and must not be used to cause harm, distress or intimidation. The school may offer written notes or another accessible arrangement.

6. How the School will respond to behaviour that is unacceptable

Where appropriate, the school will seek to resolve concerns through a private discussion, a meeting or mediation. Responses will be proportionate to the behaviour and risk. Serious incidents may require immediate protective action, including ending a meeting, asking an individual to leave or temporarily restricting access while enquiries are completed. Staff affected by an incident will be supported.

The school will gather and record relevant information, hear the accounts of those involved and establish the facts before deciding on further action. Where immediate protective action is necessary, the individual will subsequently have an opportunity to give their account. Communication needs, disability and

reasonable adjustments will be considered when applying this code. These considerations do not remove the need to protect children and staff.

Depending on the circumstances, the Headteacher or, where appropriate, the local authority may:

- give a verbal warning and explain the behaviour expected;
- give a written warning stating the concern and any steps required;

restrict access to the premises for a specified period, subject to the written notification and review arrangements below;

- seek advice from the local authority or legal advisers, or report suspected criminal conduct to the police. Immediate danger will be treated as an emergency;

Any proposed or immediate restriction on access will be confirmed in writing, stating the reasons, scope, arrangements for making representations and, where applicable, its duration and review date. The individual will be given an opportunity to present their account by a stated deadline. A decision by the Headteacher to bar an individual will be reviewed by the Chair of Governors or an appropriate governor committee, taking account of those representations. Written confirmation will explain whether the restriction is lifted or continued and when it will next be reviewed. The school will agree safe arrangements for collection, essential communication and the parent's involvement in their child's education. A restriction on adult access does not remove the child's school place.

Children will not be punished because of a parent's or carer's conduct. Any action concerning a child's behaviour will be considered separately under the school's behaviour policy. Restrictions will not prevent legitimate complaints, safeguarding reports or access to information to which parents are entitled.

7. Questions and concerns about this Code

We welcome feedback about this code. Please contact the school office, which will refer questions to the appropriate member of staff. Concerns about how the code has been applied may be raised through the school's published complaints procedure, alongside the specific review arrangements for any access restriction.

Originally adopted by the Governing Body in January 2024.