



Hardenhuish School

Parent Respect Charter

Introduction

At Hardenhuish School, we value the support of our parent community. We believe it's important to:

- work in a three-way partnership with parents to inspire their child to learn and support them to succeed
- create a safe, respectful and inclusive environment for pupils, staff and parents
- model appropriate behaviour for our pupils at all times

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the Staff Code of Conduct) and pupils (through the Positive Behaviour Policy).

We believe that clear, respectful and open communication between the school and parents has a positive impact on pupils' learning because it:

- gives parents the information they need to support their child's education
- helps the school improve, through feedback and consultation with parents
- builds trust between home and school, which helps the school better support each child's educational and pastoral needs

This Parent Respect Charter is designed to help the school work together with parents by setting guidelines on appropriate ways of working and communication.

We use the term 'parents' to refer to both parents and carers.

General Expectations of Parents

We expect parents to:

- respect the ethos, vision and values of our school
- work together with staff in the best interests of our young people
- treat all members of the school community with respect – setting a good example with behaviour and language: in person, on the phone and via email
- seek a peaceful solution to all issues, and not encourage physical violence
- support the school in challenging their own child's behaviour
- support our young people to follow the mobile phone policy by refraining from contacting them by phone during school hours
- trust staff to act in the best interests of your child and the wider school community, acknowledging the school's expertise and professionalism, even when you disagree.

Respectful Communication

When parents communicate with the school – for example in person, on the phone or by email – we expect the following examples of respectful communication:

- speaking calmly and politely, even when raising a concern
- using professional, polite language in messages and emails
- approaching the right member of school staff to help resolve any issues of concern
- respecting school working hours for communication and understanding that responses may take time
- modelling positive behaviour to children by showing courtesy and respect in interactions with staff and other parents
- being open to working in partnership with the school to resolve issues constructively

Examples of unacceptable communication include:

- swearing, or using offensive language
- displaying aggression, or shouting at members of staff, young people or other parents
- threatening another member of the school community
- sending abusive messages to another member of the school community, including via text, email or social media
- posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms

Breaching the Parent Respect Charter

If the school suspects, or becomes aware, that a parent has not met the expectations in the Parent Respect Charter, the school will gather information from those involved and speak to the parent about the incident.

Depending on the nature of the incident, the school may then:

- send a written warning to the parent
- invite the parent into school to meet with a senior member of staff or the Headteacher
- contact the appropriate authorities (in cases of criminal behaviour)
- seek advice from our legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- ban the parent from the school site

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the Parent Respect Charter rests with the Headteacher. Breaches of the Parent Respect Charter do not affect the school's commitment to the child's education and welfare.

The Headteacher will consult the Chair of Governors before banning a parent from the school site.