



## CRIGGLESTONE ST. JAMES CE PRIMARY ACADEMY



### Parental Code of Conduct & Dealing with Unreasonable Complaints Policy

2022-23

## INTRODUCTION

St James Primary Academy is committed to valuing diversity and to equality of opportunity. We aim to create and promote an environment in which pupils, parents/carers and staff are treated fairly and with respect, and feel able to contribute to the best of their abilities. We recognise that it is unlawful to take into account anyone's gender, marital status, colour, race, nationality, ethnic or national origin, disability, religious beliefs, age or sexual orientation.

## PARENTS/CARERS/FAMILIES CODE OF CONDUCT (FROM KNOWLEDGE HANDBOOK 2021-22)

- Maintain regular, strong attendance and punctuality.
- Ensure uniform guidelines are adhered to each day.
- Monitor and support the completion of all homework and encourage their children to meet deadlines around this.
- Read each day with their children.
- Discuss the school day with their children.
- Have a duty to ensure their children are ready to start full-time school in reception class. This includes relevant self-care and hygiene.
- Consult class teachers and follow recommended routes if concerned.
- Build and maintain a positive, respectful relationship with school.
- Understand and accept that the academy's perspective may differ from their own.
- Be positive role models.\*
- Attend relevant information and training sessions.
- Respect our stance as a Church school that 'forgiveness never ends'.
- Monitor and manage their child's use of social media and the wider internet at all times - taking responsibility for this.
- Ensure their children are ready for school each day – including lunchtimes.
- Meet all agreed costs associated with school activities and maintain dialogue as required.
- At all times avoid the use of social media to criticise the academy and/or its staff, both directly or indirectly,\*\* and instead use the suggested means of dialogue to resolve any concern.

If parents wish for external individuals to enter the academy, they must first seek permission and then liaise on dates with the academy. The academy reserves the right to refuse admission on safeguarding grounds.

*\* The academy staff should not be subject to verbal or physical threats, intimidation or behaviour and will take necessary action to maintain this as required.*

*\*\* The academy will follow up any concerns in relation to this under the 'Malicious Communication Act 1988' and the 'Communications Act 2013' and pursue them as deemed necessary.*

The governors of Crigglestone St James CE Primary Academy are committed to ensuring that the principles set out above are adhered to at all times by all members of the school community.

## PARENTS/CARERS/FAMILIES CODE OF CONDUCT PROCEDURE

- **STAGE 1:** In the first instance a letter will be sent by the governing body inviting the person/s concerned to a meeting to discuss matters.
- **STAGE 2A:** A meeting will then be held in school at a mutually agreed time. A minimum of two, and a maximum of three, governors will be present at this meeting in addition to the headteacher. \*\* (Now move to stage 3)
- **STAGE 2B (IF STAGE 2A IS NOT POSSIBLE):** Should the person/s concerned not agree to the process then a further letter will be sent outlining matters further and outlining expectations moving forward.

Stage 1: Informal verbal discussion preferred but a letter may be used if required.

Stage 2: invite to a meeting

Stage 3: Governors will consider the full circumstances of the meeting or non-attendance and will consult others processes.

- STAGE 3: A resolution letter summarising the key points from the meeting and outlining expectations will then be issued to the person/s concerned within 5 working days.
- STAGE 4: Should there be not suitable resolution, the governing body will consider their position and potential next steps before communicating these.

\* The meeting can constitute any non-staff governor who does not have a conflict of interest in the matter. Choice of governor will depend upon timetable availability.

### **Serial or Persistent Complaints**

If properly followed, the complaints procedure will limit the number of complaints that become protracted. However, there will be occasions when, despite all stages of the procedures having been followed, the complainant remains dissatisfied. If the complainant tries to reopen the same issue, the Chair of the Governing Body is able to inform them in writing that the procedure has been completed and that the matter is now closed. If the complainant writes again on the same issue, then the correspondence may be recognised as “serial” or “persistent” and there will be no obligation on the part of the school to respond. It is important to note however that, should the complainant raise an entirely new, separate complaint, it must be responded to in accordance with the complaints procedure. In this circumstance it is not the complainant who is marked as “serial” or “persistent” it is the complaint.

Separately, there is a procedure for dealing with unreasonably persistent complainants. Please see the Complaints (and Unreasonable Complaints) Policy for further information and more detailed guidance on how to make a complaint and for how the school will deal with unreasonably persistent complaints.

## **APPENDIX A**

### **Barring from the School Premises**

Although fulfilling a public function, schools/academies are private places. The public has no automatic right of entry. The academy will therefore act to ensure they remain a safe place for pupils, staff and other members of their community. If a parent’s behaviour is a cause for concern, staff and/or governors can ask him/her to leave the academy premises. In serious cases, the headteacher may notify them in writing that their implied licence to be on academy premises has been temporarily revoked subject to any representations that the parent may wish to make. (The academy would always give the parent the opportunity to formally express their views on the decision to bar in writing). The decision to bar would then be reviewed, taking into account any representations made by the parent and either confirmed or lifted. If the decision is confirmed the parent will be notified in writing, explaining how long the bar will be in place.

Anyone wishing to complain about being barred can do so, by letter or email, to the headteacher or Chair of Governors. However, complaints about barring cannot be escalated to the Department for Education. Once the school’s own complaints procedure has been completed, the only remaining avenue of appeal is through the Courts; independent legal advice must therefore be sought.