



## **Code of Conduct for Parents/Guardians/Carers**

<b>Audience</b>	<b>ALL COLLEGE</b>
<b>Requirement</b>	<b>EXTRA</b>
<b>Policy Owner</b>	<b>DIRECTOR STUDENT EXPERIENCE</b>
<b>1<sup>st</sup> Delegation</b>	<b>SLT</b>
<b>Last Delegation</b>	<b>SLT</b>
<b>Review Cycle</b>	<b>Every 2 years</b>
<b>Last Review</b>	<b>Nov 2021</b>
<b>Due for Review</b>	<b>Nov 2023</b>

## **Code of Conduct for Parents/guardians/carers.**

### **1.0 Scope**

The Parent Code of Conduct outlines the way in which Fareham College requires all parents, guardians and family members to conduct themselves when visiting our College, participating in College activities and communicating with members of the College community.

'Community' at Fareham College includes students, College staff, other parents and other visitors to the College. This code applies to all adults including parents, guardians, step-parents, grandparents, extended family, caregivers and any others who are involved in communication with the College or in activities associated with Fareham College.

The purpose of this policy is to provide a reminder to all parents, carers and visitors to Fareham College about our expected conduct, so that we can work together to ensure a safe and positive environment for our college community. It will also explain the measures that will be taken should any issues arise.

### **2.0 General principles that always apply**

At Fareham College it is expected that parents, carers, guardians and family members will act in the best interests of all students, their families and staff members. It is expected that anything they communicate about others is fair and truthful. They will not engage in malicious, judgmental, or aggressive behaviours.

The diversity of Fareham College is valued and the rights, religious beliefs and practices of individuals and their families is respected. Differing points of view are acknowledged and respected and therefore it is expected that parents, guardian, step-parents, grandparents, extended family, caregivers, must refrain from actions and behaviour that constitute harassment, discrimination or vilification of any kind.

### **2.1 We will not tolerate**

- Any form of communication that contains threatening, abusive or offensive language
- Threatening harm or the use of physical violence toward an adult or student at Fareham college
- Rudeness in tone or attitude toward any member of staff or student at Fareham College. This includes raising the voice and shouting.
- Any parents, guardian, step-parents, grandparents, extended family, caregivers, approaching another student at Fareham college to discuss an issue of concern. This concern must be directed through the appropriate channels via college staff.
- Defamation of Fareham college staff on any platform of communication

- Abusive, threatening or inflammatory phone calls, emails, letters or social media messaging
- Access to the site whilst intoxicated through drinks or drugs
- Smoking or the consumption of alcohol or drugs on or any near the college site.
- The possession of an offensive weapon or anything deemed to be offensive if used incorrectly.
- Immediate requests to see staff members without prior appointments (unless the DSL/DDSL/SLT deems the meeting urgent in light of safeguarding concerns relating to immediate threat to life)
- Staff being approached outside of working hours whether on college site or out of the college premises regarding an ongoing concern.

Please be aware that staff are not expected to respond to emails outside of college working hours, this includes student holidays.

All staff at Fareham College, regardless of role, have the right to work without fear of violence or abuse, and the right to protect themselves from harm. Fareham College staff behave professionally in difficult situations and attempt to defuse a situation, always, in the best interests of the students.

## **2.2 Aggressive Behaviour towards Staff**

Types of behaviour that are considered serious and would result in a zero-tolerance approach may include:

- Shouting at members of staff either in person or over the telephone
- Verbally or physically intimidating a member of staff, e.g. standing very close to him/her
- The use of loud offensive language, shouting, swearing, cursing in any form
- Threatening to harm a member of staff
- Pushing, hitting, slapping, punching, spitting or kicking a staff member or insinuating this action will happen so much as to make a staff member feel it could
- Racist, sexist or discriminatory homophobic comments
  - Accusatory language
  - Refusal to engage in respectful conversation with a staff member

This list is not exhaustive but provides illustrations of unacceptable behaviour.

## **3.0 Actions following aggressive behaviour shown towards staff**

Staff will not continue discussions if the adult/s including parents, guardians, step-parents, grandparents, extended family, caregivers continue to behave in an unacceptable manner and this will be, politely, made clear. The parent or visitors behaving in such a manner may be asked to leave the college site or a telephone call terminated.

Unacceptable behaviour may result in the Police being informed of the incident. We will always act, without exception, when behaviour is unacceptable. The action may be one or a combination of the following:

- The parent/carer etc will receive written communication stating that they are under a final warning for their behaviours
- The parent/carer will receive written communication stating that they are banned from the college premises including the car park.
- The parent/carer will have the communication terminated with immediate effect and be asked to leave the premises or the phone call will be terminated. The following statement will be used to terminate any conversation either face to face or via the telephone

“I will now be terminating this conversation as your manner is rude/aggressive/accusatory/blasphemous/derogatory /racist/homophobic. I will inform my superior of this conversation and a member of staff will be in touch either by telephone or letter. Thank you”

A right of appeal against a ban can be made through the normal college complaints policy.

#### **4.0 Conclusion**

Students learn best when there is a positive partnership between home and college. Whilst every effort will be made to work with parents, carers and visitors this will only be possible when people conduct themselves in an appropriate manner.