



## **Learning Partnership Agreement for Parents, Carers & Visitors**

At Sketchley Hill Primary School we are very proud and fortunate to have a dedicated and supportive school community. At our school the staff, governors, parents and carers alike all recognise that the education of our children is a partnership process between all these parties.

As a partnership we are all aware of the importance of good working relationships to equip our children with the necessary skills for adulthood. For these reasons we will continue to welcome and encourage parents and carers to participate fully in the life of our school.

The purpose of this agreement is to provide a reminder to all parents, carers and visitors about the conduct we expect at Sketchley Hill Primary School. We understand that everyday frustrations can cause misunderstandings and have a negative impact on our relationships. Establishing where this happens, and remaining committed to resolving difficulties in a constructive manner, through open positive dialogue is essential.

This Learning Partnership Agreement aims to clarify the types of behaviour that will not be tolerated and sets out the actions our school may take should this agreement be ignored or where breaches occur.

### Behaviour that will not be tolerated:

- Disruptive behaviour which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises.
- Using loud or offensive language or displaying temper.
- Threatening in any way a member of staff, visitor, fellow parent/carer or pupil.
- Damaging or destroying school property.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the school community in relation to school matters.
- Defamatory, offensive or derogatory comments regarding the school
- The use of physical, verbal or written aggression towards another adult or child in relation to school matters.

- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences)
- Smoking (including vaping), taking illegal drugs or the consumption of alcohol on school premises. (Alcohol may only be consumed during authorised events)
- Dogs being brought on to the school premises. (other than guide dogs)

### What happens if someone ignores or breaks the agreement?

In the event of any parent/carer or visitor of the school breaking this agreement then proportionate actions will be taken as follows;

A member of the senior leadership team will contact the offending person in order to bring the matter to their attention. We will aim to resolve the situation and prevent any repeat behaviour.

In cases where behaviour is considered to be a serious and potentially criminal matter, the concerns will in the first instance be referred to Leicestershire Police. This will include any or all cases of threats or violence and actual violence towards any child, staff, parent or governor of the school. This will also include anything that could be seen as a sign of harassment towards members of the school community, such as any form of insulting social media post or any form of social media cyber bullying.

In cases where evidence suggests that behaviour would be tantamount to libel or slander then the school will refer the matter to Leicestershire County Council's Legal Team for further action. In cases where this agreement has been broken but the breach was not libellous, slanderous or criminal matter, then the school will send out a formal letter to the parent/carer with an invite to a meeting.

If the parent/carer refuses to attend the meeting, they will receive a warning that any continuance of unacceptable behaviour may result in being banned from the school premises.

Note:

- (1) In more serious cases, a ban from the school can be instant.
- (2) Site bans will normally be time-limited in the first instance.

### Complaints

This Learning Partnership Agreement does not prevent parent/carers from raising a legitimate complaint in an appropriate fashion. In most cases we hope that all complaints and concerns can be resolved through open dialogue with class teachers or other members of staff as appropriate.

Where you are not satisfied with responses received however, we would ask that you follow our complaints procedure as laid out in the school complaints policy. This is available on our website but if you would prefer a hard copy, please contact the school office.

## Issues of conduct with the use of Social Media

Most people take part in online activities and social media. It is fun, interesting and keeps us connected. There are various online school groups managed by parents for parents. These include Facebook pages and WhatsApp groups and they can be a wonderful source of knowledge, support and advice. We encourage you to join in and positively participate if you wish. Within these spaces however we ask that you use common sense when discussing school life online.

Think before you post.

Social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents or pupils. We take inappropriate use of social media towards members of the school community very seriously. If parents have any concerns about their child in relation to the school, they should:

1. Initially contact the class teacher
2. If the concern remains they should contact the Headteacher
3. If still unresolved, the school governors through the complaints procedure

Parent and carers should not use social media as a medium to air any concerns or grievances.

Online activity which we consider inappropriate:

1. Identifying or posting images/videos of pupils
2. Abusive or personal comments about staff, pupils or other parents
3. Bringing the school in disrepute
4. Posting defamatory or libellous comments
5. Emails circulated or sent directly with abusive or personal comments about staff or pupils
6. Using social media to publicly challenge school policies or discuss issues about individual children
7. Threatening behaviour, such as verbally intimidating staff, or using bad language
8. Breaching school security procedures

Please note: Could parents and carers ensure that all persons collecting their children are also aware of this agreement.

### **Related policies and other documents**

- Child Protection and Safeguarding Policy
- Complaints Policy
- Anti-Bullying Policy (including Cyberbullying)
- E-safety and Acceptable Use Policy
- Positive Whole School Behaviour Policy
- Visitors Policy