



## **Parental Expectations Policy**

### **Introduction**

At Willow Wood Community Primary School, we believe that parents are a valuable part of our community and we continue to promote positive communication, effective relationships and welcome any feedback we receive. This Policy is to provide clarification of the expectations of parents in continuing to support their child's safety and mental well-being in school.

### **Aims and Responsibilities**

The safety and well-being of children at Willow Wood Community Primary School, is our priority and we ask that all of our stakeholders show commitment to our school policies and procedures which keep children safe whilst in school. These policies are all available on our website and paper copies can be requested from the office. This policy outlines expectations of parents and their contribution to keeping children safe, working together with school to ensure positive role modelling to children at all times in the shared goal of ensuring children are happy and safe.

This policy will be put into practice when communicating anything with parents. Our Headteacher Mrs Robertson is accountable for its implementation and review. This policy will be available on the school website. Regular and ongoing monitoring and review will take place with all stakeholders to measure its impact and effectiveness.

### **Parental Behaviour and Conduct on School Premises**

At Willow Wood Community Primary School, our school premises are a safe space for all. We expect parents and children to act appropriately at all times. Arrival and departure procedures are in place to ensure that children enter and exit school as securely as possible. Parents should arrive at school at the set times, no children or parents should be arriving at school early and staying on the school premises before the agreed timings nor waiting on the school site after the end of the school day. Parents should only attend school after these times if agreed by appointment. This reduces health and safety incidents on the school site and any issues of conflict between children and parents.

If incidents have occurred in school between your child and another please do not approach other children to resolve issues between that child and yours. Although you may feel angry, upset or frustrated by that child's actions it is unacceptable and inappropriate to speak directly to that child in this way. You may make that child feel frightened, vulnerable or intimidated and you would not want your own child to feel this way. Please come into school and speak to us so that we could resolve the issue by speaking to both children involved and

any others as there are always two sides to every story and in a safe and secure environment it is more likely that the children will tell the truth about what has happened and the issue can be solved.

Equally please do not choose the playground to resolve issues with other parents. Although you may feel that is a good opportunity to see the other parent, those feelings of anger, upset and frustration can quickly lead into a confrontation (even unwillingly) and also can cause the other parent to feel the same way. This behaviour is again unacceptable and inappropriate particularly as it may be in front of your own and other children and can cause them to feel scared and anxious. Confrontations of this kind can often become physical and therefore you may increase the risk of harm not only to yourself but other children and this will lead to police intervention if it occurs on school property and we then have the legal right to request that you do not access our premises again. Please remember to come into school and speak to us and we can arrange an opportunity for you to discuss your concerns, perhaps even with the other parents involved in a calm and controlled environment so there is no risk of harm to you or to others.

**If as parents you observe any of the above behaviours including parents behaving inappropriately towards their own children please inform us immediately.**

If you wish to communicate with the school please use the appropriate channels (see Communication Policy) and arrange confidential conversations at a time convenient to you. Information shared between parents and school at arrivals and departures should only be short messages necessary for that school day. This again reduces any incidents of conflict.

### **Sexual Harassment**

Sexual Harassment is a specific type of harassment under the law. It is unlawful and the school will not tolerate any type of unwanted behaviour of a 'sexual nature'. Any complaint of sexual harassment will be taken seriously by the person receiving the complaint and dealt with sensitively and as quickly as possible.

### **Social Media and Technology**

At Willow Wood Community Primary School, we have a clear policy on online safety, social media and the use of technology in school (see Online Safety Policy and Mobile Phone Policy) which sets out clear boundaries to our children about how to stay safe online both inside and outside of school. We expect parents to follow the same principles when creating boundaries for their children outside of school. For example, children are aware that they should not hold social media accounts until they are 13 years old and therefore when incidents occur between children under this age who hold these accounts it is difficult to instil boundaries and principles of safe use, if children are able to access this social media outside of school. Parents do have the choice to set their own boundaries based on their own child's competency online however, if then incidents occur it is the role and responsibility of the parent to take necessary action. School can not take responsibility or resolve issues that happen online, outside of school when school expectations have not been followed. In these circumstances, parents should seek support and advice from the police and notify school of any action taken.

As highlighted above issues may occur between your child and others but please do not use social networking sites as a medium to address the issues with either another child or

parent. Comments that are written online can be misconstrued, hurtful and distressing and once written can be used as evidence in police investigations. To prevent a situation like this occurring please seek external support from the police and inform school of any incidents.

In line with this please do not use social networking sites to be critical of either the school or staff within the setting. If comments are made against the school or its reputation this becomes a legal matter both legal services and the site used will be contacted to remove the communication as soon as possible. If comments are made against individuals working within the school which causes that individual hurt, alarm or distress then under the Malicious Communications 1998 and Communications Act 2003 this becomes a criminal matter and the police will be contacted immediately by the school.

### **Images and Photographs**

Images and photographs create good memories for both adults and children. In school we have a clear protocol of how we take images and store them of children.

Therefore, we request that if parents/carers are taking an image using any mobile devices to please ensure that you take only photographs of your child unless you have the consent of the other parents. There are many parents who do not wish images to be taken of their child and there are legal reasons why some children cannot be photographed so please be respectful of this and our school policy. For that same reason those images should not be posted online. Images that are shared online become the property of the internet and the social networking site, open privacy settings will share your images with strangers and may in the future cause distress to your child because they were posted online. Please take this responsibility seriously. If school are made aware that images are posted online without consent, legal and potentially criminal action could be sought.

At Willow Wood Community Primary School, we ask that parents do not use their mobile devices on site for any reason. Staff have been asked to remind parents to end their calls and put their devices away should they be seen using them on the school site at any time of day.

### **Seeking Support for Issues Outside of School**

At Willow Wood Community Primary School, we seek to work together with parents to support them and their children with any issues that may occur outside of school. Parents can seek to arrange a meeting with appropriate school staff to share confidential information or seek support. It is not appropriate to have these conversations with staff at arrival and drop off, nor is it appropriate for parents to request staff to reinforce home rules with their child. The school's responsibility is to the safety and well-being of the child. Any requests to support parents with issues outside of school will be supported but children and parents will be spoken to separately. School staff can not reinforce home rules or expectations with children because children need to view school staff as safe people and separate from their home life. School staff can offer support and strategies to parents in managing any issues outside of school, but they cannot be responsible for the parenting of any child. Any overlapping of these roles may cause children not to share information or seek support from

adults in school as they may feel this results in additional sanctions for them. It is important that children view school and the staff within it as safe people who they can seek support from and feel secure in sharing information with.

### **Parental Attendance on School Trips**

Where parents are requested to attend to support school trips and excursions we ask that parents follow our school expectations and use appropriate behaviour and language with children. Parents will be given a short briefing prior to the school trip in regard to their responsibility for children during the excursion. This will include any health and safety information and the risk assessment for the trip. We also request that parents inform us of any incidents whilst on the school trip regarding any children or adults.

### **Parental Complaints**

There may be times when as a parent you are unhappy or dissatisfied with the school and we would wish to resolve that immediately through the appropriate channels. The school's Complaints Policy clarifies the correct procedures to make a complaint. We ask that parents follow this procedure and alert school immediately of any problems or complaints so that they can be resolved quickly. If parents continue to be dissatisfied then they should continue to follow the complaints procedure. We request that parents do not use social media to raise complaints with school or express their views online nor share information with other parents that may exacerbate the situation.

### **Summary**

In conclusion as stated throughout the policy we continue to work in partnership with all parents and carers and ask that parents continue to support us in keeping children safe in our school. If there are any policies you wish to access they are all available on the school website, furthermore if any clarification is needed then please contact the school office.

This Policy should be read in conjunction with:

School Complaints Policy

Communication Policy

School Prospectus

Social Media Policy

Health and Safety Policy

Online Safety Policy

This Policy will be reviewed annually